CENTURYLINK NOTICE OF DETARIFFING

CenturyTel of Northwest Louisiana, Inc. d/b/a CenturyLink

Effective November 16, 2015, the rates, terms and conditions for local services provided to you by CenturyTel of Northwest Louisiana, Inc. d/b/a CenturyLink will no longer be provided under tariffs that are filed with the Arkansas Public Service Commission. Instead, the following Local Terms of Service will be posted at www.centurylink.com/tariffs. No action is required of you. The rates, terms and conditions of your service are not changing at this time, and, you will be notified of any changes in the future. If you have any questions, please contact a Customer Care Representative at the telephone number printed on your bill.

Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

Effective November 16, 2015, this *Local Terms of Service* contains the terms, conditions and rates for services formerly found in the CenturyTel of Northwest Louisiana, Inc. d/b/a CenturyLink General Tariff.

CenturyTel of Northwest Louisiana, Inc. d/b/a CenturyLink (Arkansas) is referred to with this *Local Terms of Service* as "CenturyLink" or "Company".

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TRADE NAMES, TRADEMARKS AND SERVICE MARKS

The following list of trade names, trademarks and/or service marks which may be used for services offered herein are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by CenturyLink with express permission. Trademark and service mark designations will not be listed hereafter in this Local Terms of Service. However, the laws regarding trademarks and service marks are applicable. Trade names, trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

CENTURYLINK®
CORE CONNECT®
SIMPLE CHOICE®

RULES EXEMPTIONS

Century Telephone of Northwest Louisiana, Inc. does not currently have any rules exemptions from the Arkansas Public Service Commission.

PENDING

MAPS AND LEGAL DESCRIPTIONS

2. DESCRIPTION OF EXCHANGE SERVICE AREA

2.1 Springhill Exchange - Beginning at the NW corner of section 13, T19S , R24W, the same being the center line of Lake Erling in LaFayette County, Arkansas. Thence in a southerly direction following the path of said lake for a distance of approximately 3 miles to the SE corner of the NW 1/4 of the SE 1/4 of Section 30, T19S, R23W. Thence east along the south line of said NW 1/4 SE 1/4 for approximately 4 miles to the SE corner of the NW 1/4 of the SE 1/4 of Section 26, T19S, R23W in Columbia County, Arkansas. Thence south 1/2 mile to the SE corner of the NW 1/4 of the NE 1/4 of Section 35, T19S, R23W. Thence east along the south line of said NW 1/4 NE 1/4 for 1 1/4 miles to the NE corner of the SE 1/4 of the NE 1/4 of Section 36, T19S, R23W. Thence north for approximately 3/4 mile to a point being approximately the center of the west line of Section 30, T19S, R22W. Thence turning easterly along the centerline of said Section, and Sections to the east, for a distance of approximately 4 1/8 miles to a point near the center of the west line of Section 26, T19S, R22W, said point being the centerline of Dorcheat Bayou. Thence in a southerly direction following the path of said Bayou for a distance of approximately 1 1/2 miles to the south line of Section 34, T19S, R22W. Thence turning east along said Section, and Sections to the east, for a distance of approximately 2 miles to the NE corner of the NW 1/4 of Section 1, T20S, R22W. Thence south for 1 mile to the SE corner of the SW 1/4 of Section 1, T20S, R22W. Thence east for approximately 1/2 mile to the NE corner of Section 12, T20S, R22W. Thence south along the east line of Section 12 for 1/2 mile to the Arkansas-Louisiana state line. Thence west along said state line for approximately 13 miles to the SW corner of Section 12, T20S, R24W, in LaFayette County, Arkansas. Thence turning north along the west line of Section 12, and Sections to the north, for a distance of approximately 2 3/4 miles to the NW corner of Section 36, T19S, R24W. Thence west for approximately .35 mile to a point near the SW corner of the SE 1/4 of the SW 1/4 of the SE 1/4 of Section 26, T19S, R24W. Thence north for approximately 1/2 mile to a point near the NW corner of the NE 1/4 of the NW 1/4 of the SE 1/4 of Section 26, T19S, R24W. Thence east for approximately .35 mile to the NE corner of the SE 1/4 of Section 26, T19S, R24W. Thence north along east line of Section 26, and Sections to the north, for approximately 2 1/2 miles to the NW corner of Section 13, T19S, R24W. Said point being the point of beginning.

2.2 Base Rate Area - Enclosed by the Following Boundary

The Company's Base Rate Area for the exchange of Springhill is the corporate city limits of the City of Springhill, Louisiana. None of the Arkansas service territory is within the base rate area of the exchange.

PENDING

DEFINITIONS

ACCESS LINE - A circuit between a switching center and a customer's premises which includes a standard network interface (SNI).

AIR LINE MILEAGE - The shortest distance between the points involved.

BUILDING - A structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways, not crossing a public thoroughfare other than an alley, in which telephone wires or cables may be safely run. Pipes and conduits are not considered enclosed passageways.

CHANNEL - A path for communication or signaling between two or more locations which provide service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

COMMUNICATIONS SYSTEM - A combination of equipment and facilities which fulfills the communication requirements of a customer.

CONNECTING ARRANGEMENT - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company.

CONTIGUOUS EXCHANGES - Two exchanges whose boundaries adjoin.

CONTIGUOUS PROPERTY - Property owned or leased and occupied by a customer, which is not separated by public thoroughfare or by property occupied by others.

CONTRACT - The service application-agreement between a customer and the company under which service and/or facilities are furnished in accordance with the provisions of applicable tariffs, local terms of service and under special conditions.

COST - The words "Cost" or "Actual Cost" as used in this local terms of service, are intended to cover the actual cost of material, labor, vehicles, and incidentals, plus a charge for administration.

DIRECTORY LISTINGS - Essential information in the telephone directory or information records of the Company whereby telephone users may ascertain the telephone number of a listed customer.

DROP WIRE - Wires between an open wire lead, aerial, or buried cable terminal and the point of entrance to the building in which the customer's telephone service is located.

EXTENDED AREA SERVICE (EAS) - Interexchange telephone service furnished at flat or specified rates between one or more exchanges.

PENDING

DEFINITIONS

FACILITIES - Instrumentalities, supplemental equipment, apparatus, wiring, poles, cables, and other materials and mechanisms necessary to , or furnished in connection with, telephone service.

FLAT RATE SERVICE - Service furnished at a fixed monthly rate.

FOREIGN EXCHANGE (FX) - Any exchange other than that in which the customer is located.

FOREIGN EXCHANGE DIRECTORY LISTING - The listing of a customer in the alphabetical list of an exchange other than that for the exchange from which the customer is served.

FOREIGN EXCHANGE SERVICE - Exchange service furnished to a customer from a central office located in an exchange other than that in which the customer's primary station is located, or off-premises station service furnished to a customer in an exchange other than that in which the customer's primary station is located.

GRANDFATHERED EQUIPMENT - Equipment classified by the FCC as having been directly connected to the network by a telephone company. Its use may be continued as long as the equipment remains serviceable and the circuitry is not revised.

GRANDFATHERED SERVICE - Existing service not available to the new customers.

INSTRUMENTALITIES - The telephone instruments, switching devices, and associated equipment, located on a customer's premises. In the case of private branch exchange service, the instrumentalities include the switchboard.

JOINT USER - An individual or concern authorized by the Company and the customer to share in the use of the customer's business telephone service. All arrangements regarding service must be made by the customer.

LINE CONNECTION - Installation of facilities provided by the Company for a circuit from the central office to the standard network interface, inclusive.

LOCAL EXCHANGE - The area in which a customer can complete calls from his station to other stations within a specified area without payment of long distance charges.

LOCAL PRIVATE LINE - A non-switched Voice Grade Service providing analog voice frequency transmission capability in the nominal frequency range of 300 to 3000 Hz. The service is located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

PENDING

DEFINITIONS

LOCAL SERVICE - The area within which telephone service is furnished under a specific schedule or rates. This area may include one or more exchanges without the application of toll charges.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule of rates. This area may include one or more exchanges without the application of toll charges.

MEASURED SERVICE - A local service for which charges may be based upon: frequency, time-of-day, duration and distance.

MESSAGE - A completed customer telephone call.

RESERVED FOR FUTURE USE

MINIMUM CONTRACT PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities, and equipment, whether or not retained by the customer for such minimum length of time.

Network Interface - The points of common termination of company-provided and customer-provided facilities. Sometimes referred to as the standard network interface (SNI).

NON-LISTED SERVICE - An arrangement whereby a customer's number is omitted from the telephone directory but not from the information records, at the customer's request.

NON-PUBLISHED SERVICE - An arrangement whereby a customer's listing is omitted from both the telephone directory and information records at the customer's request.

NONRECURRING CHARGE (NRC) - A one-time charge covering installation, move or change of facilities accomplished at a customer's request.

PAYPHONE SERVICE - Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.

PREMISES - In multiple occupancy buildings a customer's premises are restricted to the portion of the building owned or leased by the customer. In single occupancy buildings or where more than one building is occupied by one firm or individual, the customer's premises includes the buildings occupied by the customer which are on contiguous property or are not separated by property occupied by others.

PENDING

DEFINITIONS

PRIVATE LINE - A line consisting of dedicated communication channels connecting two or more locations.

PROTECTOR - (See Standard Network Interface).

RATE - A recurring monthly assessment made in conjunction with the provision of a service.

ROUTE MILEAGE - The distance measured along the route of the circuit between any two or more given points of that circuit.

STANDARD NETWORK INTERFACE - The points of common termination of company-provided and customer-provided facilities, sometimes referred to as the standard network interface (SNI) or demarcation point.

TIE LINE - A circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other without the use of trunk lines central office of the Company.

TOLL MESSAGE - A completed call between two exchange stations located in different local service areas, between the two toll stations, or between a toll station and an exchange station, for which charges are made on a per-unit basis.

TOLL RATE - The rate prescribed for toll messages based upon the duration of the message, time of day, number of calls, and distance between exchanges (may be intrastate or interstate).

TOLL SERVICE - Telecommunications service between exchanges carried on the public switched network for which charges are made on a per-unit basis.

TOUCH CALLING (TONE DIALING, TOUCHTONE, U-TOUCH, DUAL TONE MULTI. FREQ.) - Where central office facilities are available, a type of high-speed address signaling (dialing) in which buttons in a bank of twelve can be depressed to five one of a group of audio tone pairs for signaling directly over the circuit.

TRUNK LINE - A telephone circuit between two central offices or between a private branch exchange and a company central office.

UTILITY FACILITIES - Includes all lines, right-or-way, installed equipment and buildings directly used in providing service to customers.

PENDING

GENERAL TERMS AND CONDITIONS

1. APPLICATION OF GENERAL TERMS AND CONDITIONS

1.1. The general terms and conditions contained herein apply to intrastate service and facilities furnished within Arkansas by Century Telephone of Northwest Louisiana, Inc., hereinafter referred to as the "Company", subject to the jurisdiction of the Arkansas Public Service Commission (the "Commission").

1.2. When services and facilities are provided in part by the Company and in part by other companies, the terms and conditions of the Company apply to that portion of the service or facilities furnished by it.

1.3. In the event of a conflict between any rate, rule, regulation or provision contained in this Local Terms of Service and any rate, rule, regulation or provision contained in the tariffs of another company or companies in which the Company concurs, the rate, rule, regulation or provision contained in this Local Terms of Service shall prevail.

2. UNDERTAKING OF THE COMPANY

2.1. The Company does not undertake to transmit messages, but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in these tariffs and/or local terms of service.

2.2. The Company's obligation to furnish, or continue to furnish telecommunications service is dependent upon its ability to obtain, retain, and maintain, without unreasonable expense, suitable rights-of-way and facilities, and to provide for the installation of those facilities required to furnish and maintain that service.

3. APPLICATIONS FOR SERVICE

3.1. Applications for service, or requests from customers for additional service or changes in the grade or class of service become contracts when received and accepted by the Company and are subject to the minimum contract term, which is one month unless specified otherwise.

3.2. Any general change in rates, rules or regulations prescribed by the Commission modifies the terms and conditions of contracts to the extent of such change.

PENDING

GENERAL TERMS AND CONDITIONS

4. PROVISION OF EQUIPMENT

4.1. Generally, all equipment necessary for the provision of any given service will be furnished and owned by the customer, except where the Company continues to lease equipment on a deregulated basis.

4.2. Customer-owned terminal equipment and communications systems may be connected with the facilities furnished by the Company pursuant to the provisions of this Local Terms of Service. In these instances, the Company will take all reasonable precautions to assure that the telecommunications network is not exposed to harmful or hazardous voltages as a result of interconnection with customer-owned equipment.

5. RESPONSIBILITY FOR CHARGES

5.1. The customer is responsible for all charges arising out of the use of or in conjunction with any services furnished to him by the Company, including collect toll messages which have been accepted at the customer's telephone number.

5.2. Monthly recurring charges will be billed in advance and toll charges are billed in arrears.

6. CANCELLATION OF APPLICATION FOR BASIC SERVICE

6.1. When the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

6.2. When installation of service has been started prior to the cancellation, a cancellation charge equal to the minimum service charge shall apply.

6.3. Where special construction has been started prior to the cancellation, a charge equal to the cost incurred in the special construction, less net salvage applies. Installation or special construction for a customer is considered to have started when the Company incurs any expense in connection with the installation which would not otherwise have been incurred.

PENDING

GENERAL TERMS AND CONDITIONS

7. MINIMUM CONTRACT PERIOD

7.1. Except as specified elsewhere in this Local Terms of Service, the minimum contract period is one month from the date service or additions to service are established, and the minimum charge is the authorized rate for one month. For purposes of rate administration, each month is considered to have thirty (30) days.

7.2. The Company may require a contract period longer than one (1) month at the same location in connection with unusual construction necessary to meet the specific demands for service.

8. CUSTOMER TERMINATION OF SERVICE

8.1. The customer may terminate service prior to the expiration of the initial contract period after giving notice to the Company pursuant to Rule 6.20 of the Commissions General Service Rules. The customer will be liable for all charges for the full initial contract period, plus all charges due for toll or other services which have been furnished.

8.2. The customer may terminate service after the expiration of the initial contract period after notifying the Company pursuant to the provisions of Rule 6.20.

9. COURT-ORDERED DISCONTINUATION OF SERVICE

The Company will discontinue service upon receipt of an order from any court directing the Company to discontinue such service. The Company shall give notice to the customer at the time of discontinuation of its reasons for doing so, said notice to be accompanied by a copy of the order from the court.

10. RESALE OF SERVICE

The resale of any service provided by the Company is not permitted except as provided elsewhere in this Local Terms of Service or as specifically authorized by the Company.

PENDING

GENERAL TERMS AND CONDITIONS

11. DIRECTORIES

11.1. General

11.1.1 The Company publishes telephone directories annually. The Company distributes to its customers at least one directory without charge. Any additional directories or information requested by a customer will be furnished without additional charge if the Company agrees that such provision will make the customer's use of telephone service more efficient. Other directories will be furnished at the Company's discretion at a reasonable rate.

11.1.2. In the event of error in the listed number of any customer, the Company shall intercept all calls to the listed number until the next directory is published. In such case, and in case of an error in or omission of the name listing of a customer, the correct listing and number shall be available from the intercept operator and through directory assistance.

11.1.3. The liability of the Company for an error or omission in its telephone directory or for error or omission on intercept service shall not exceed the amount of actual damage suffered, and in no event shall it exceed an amount equal to the local exchange service charge to the customer for the listed service for the period during which the directory containing the error or omission is the last published directory of the exchange.

12. ALTERATIONS

The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitate changes in the Company's facilities, and the customer agrees to pay the Company's current charges for such changes.

13. NATURAL DISASTER RELIEF FOR CUSTOMERS

In situations where customers' telecommunications services are interrupted by natural disasters, the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.

PENDING

GENERAL TERMS AND CONDITIONS

14. CUSTOMER SERVICE -- USE OF

14.1. Customer telephone service is furnished only for use by the customer, his family, guests, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.

14.2. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public character when the station is so located that the public-in-general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed provided the instrument is so located that it is not accessible for public use.

15. LIABILITY OF THE COMPANY

15.1. Given the customer's exclusive control of his communications over Company-provided facilities, and of the other uses for which Company facilities may be furnished, and because errors incident to the service and the use of facilities are unavoidable, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein.

15.2. The Company's failure to provide or maintain facilities under this Local Terms of Service shall be excused by labor disputes, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's control, subject to the interruption and outage allowance provisions of the Commission's General Service Rules.

15.3. Defacement of Premises - No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the negligence or willful act of the Company or its employees.

PENDING

GENERAL TERMS AND CONDITIONS

15. LIABILITY OF THE COMPANY (Cont'd)

15.4. The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Local Terms of Service. With respect to any other claim or suit, by a customer for damages arising from errors or omissions in the making up or printing of its directories or in accepting listings as presented by customers or prospective customers, the Company's liability, if any, shall not exceed the amount paid for local exchange service during the period covered by the directory in which the error or omission occurred as more specifically addressed in the section of this Local Terms of Service entitled Directories.

15.5. Indemnification - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Local Terms of Service. With respect to any other claim or suit by a customer, the customer indemnifies and holds harmless the Company against claims, losses or suit for injury or damage to any property which arises from:

- The use of customer-provided premises equipment, voltages or currents transmitted over the Company's facilities caused by customer-provided premises equipment.

Further, the customer indemnifies and holds harmless the Company against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the Company's facilities or the use thereof by the customer; against claims for infringement of patents arising from, combining with or using in connection with, facilities furnished by the Company and apparatus, equipment, and systems provided by the customer.

15.6. Liability - The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Local Terms of Service. With respect to any other claim or suit, by a customer for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring during provision of telephone service the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this Local Terms of Service as an allowance for interruptions.

15.7. Unauthorized Access and Hacking - Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, local terms of service, schedule or other written agreement expressly states otherwise.

PENDING

GENERAL TERMS AND CONDITIONS

16. SPECIAL RULES GOVERNING THE PROVISION OF LOCAL EXCHANGE SERVICE

16.1. Exclusive Provision of Local Exchange Service

16.1.1. Local exchange service shall be exclusively provided by the Telephone Company which is certificated to provide service in the local exchange area. Notwithstanding any other provisions of this Local Terms of Service or other tariffs previously filed by the Telephone Company, the Telephone Company shall have no obligation to connect or to continue to provide local exchange access service to any customer or potential customer who is providing or intends to provide local exchange service through resale or other similar arrangements. This provision is in specific compliance with the directives of Order No. 2. in the Public Service Commission Docket No. 84-213-U.

16.1.2. The Company shall continue to provide access service to PBX's being used by hospitals, motels, hotels, etc. whose patients or patrons are transitory and cannot realistically be customers for local exchange access service themselves.

16.1.3. Sharing arrangements for PBX's and other similar equipment between parties will not be prohibited provided, however, each individual party obtains local exchange access service from the Company.

17. TERMS OF PAYMENT

A customer's bill is payable upon receipt and is due not less than 14 days after the date the bill is mailed.

PENDING

LOCAL EXCHANGE SERVICE

1. ACCESS LINE RATES

Exchange - Springhill

1.1. The charges quoted in the schedule below are for the period of one month, payable in advance and entitle the customer to local exchange service to all stations bearing the designation of Springhill Central Office and extended area service to Sarepta and Shongaloo.

1.2. The rates for Local Exchange Service apply to all customers regardless of whether the communicating devices are rented from the Telephone Company or provided by the customer.

2. RATES

THROUGHOUT THE EXCHANGE AREA
ACCESS LINE RATES FOR:

		MONTHLY RATE ONE PARTY
2.1.	Business Service	$27.60
2.2.	Residence Service	$17.32
2.6	Key Trunk	$39.15
2.7	PBX Trunk	$47.25

3. RESERVED FOR FUTURE USE

PENDING

LOCAL EXCHANGE SERVICE

4. CONDITIONS

4.1. The above rates do not include the telephone instrument or other terminal equipment.

4.2. Local Service is provided through facilities owned and maintained according to standards of the Company. The territory served is shown on maps filed with the Commission by the Company. This territory is referred to as an exchange.

4.3. The application of business or residence rates is determined by the actual and obvious use made of the service by the customer in accordance with the Commission's Special Rules – Telecommunications.

4.4. Local service rates include the line which provides access to the central office switching equipment. Customer premises equipment is excluded.

4.5. Applicable taxes levied by federal, state, county and local taxing authorities are in addition to the rates set forth in this Section.

5. EXTENDED AREA SERVICE (EAS)

EAS service is provided as listed below. Charges for EAS are included in the Access Line Rate as shown in 2. of this section.

From the exchange of:	To the exchanges of:
Springhill	Sarepta and Shongaloo

PENDING

LOCAL EXCHANGE SERVICE

6. TELECOMMUNICATIONS SERVICE FUND

6.1. Description

The Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation was created by Act 1080 of 1997. The act authorizes the corporation board to collect assessments from all providers of local exchange services, not to exceed $.10 per access line per month, in order to fund the services provided by the corporation. The assessment shall be collected and transmitted monthly to the board.

6.2. Rates and Charges

The assessment to fund the services of the Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation is $.03 per access line per month. The assessment shall not be collected on more than one hundred (100) access lines at any single customer location.

7. TELECOMMUNICATION EQUIPMENT FUND

7.1. General

On March 1, 1995, the Arkansas Legislature passed and signed ACT 501. This act requires all Arkansas Local Exchange Carriers (LECs) to collect a surcharge per month per access line from all customers. The access line surcharge is a source of funding to provide telecommunication devices for persons who are deaf, hard of hearing, deaf/blind, or speech impaired. The access line surcharge levied under this Act shall be collected by the LECs from its customers and deposited as special revenues in the State Treasury to the credit of the Telecommunications Equipment Fund.

7.2. Rates and Charges

The surcharge to provide Telecommunication Devices for persons who are deaf, blind, or speech impaired is $.02 per customer access line per month.

PENDING

LOCAL EXCHANGE SERVICE

8. LIFELINE SERVICE

8.1. General

8.1.1. Effective August 1, 2012, the Lifeline Assistance Program provides for a Federal monthly discount of $9.25 off local exchange service for qualified residential customers.

8.1.2. The discount applies to monthly recurring rates for qualifying residential customers.

8.1.3. The discount is applied to existing rates and charges for residential telephone service.

8.2. Regulations

8.2.1. Regulations specified in Section 4 (General Terms and Conditions) of the CenturyTel of Northwest Louisiana, Inc. rate list apply to Lifeline Service.

8.2.2. Lifeline Service is available only with residence service, excluding foreign exchange service.

8.2.3. Lifeline Service is limited to one line per household at the customer's primary residence.

8.2.4. The named subscriber to the local telecommunications service, one or more dependents of the named subscriber to the local telecommunications service, and/or a member of the named subscriber's household to the local telecommunication service must participate in one of listed assistance programs to qualify for Lifeline. The federal and state credits are applied to the Local Service bills for qualified residential recipients of Supplemental Security Income (SSI), Supplemental Nutrition Assistance Program (SNAP) formally known as Food Stamps, Medicaid, Federal Public Housing Assistance or Section 8, Low Income Home Energy Assistance Program (LIHEAP), National School Lunch Program Free Lunch Program, Temporary Assistance to Needy Families (TANF), or if the Consumer's household income is at or below 135% of the federal poverty guidelines.

PENDING

LOCAL EXCHANGE SERVICE

8. LIFELINE SERVICE (Cont'd)

8.2. Regulations (Cont'd)

8.2.5. Applications for this service will be verified with the state agency responsible for administration of the programs mentioned in 8.2.4 preceding.

8.2.6. The Company will process all applications and apply the appropriate credit on the customer's monthly bill.

8.2.7. Customers of Lifeline Service must notify the Company of any changes which would affect qualification. Verification of eligibility will take place initially and at a minimum annually each year of service thereafter. When the customer is no longer eligible for Lifeline Service, the discount will be discontinued and regular rates and charges will apply.

8.2.8. The Company may not disconnect the service of a Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

8.2.9. Deposit requirements will be waived for Lifeline applicants who voluntarily subscribe to free toll restriction service.

8.3. Rates and Charges

Monthly Credit (maximum of one line per qualified customer)

Effective August 1, 2012, a Federal monthly discount of $9.25 off local exchange service is applicable for qualified residential customers.

PENDING

LOCAL EXCHANGE SERVICE

9. CENTURYLINK LINE VOLUME PLAN (CLVP)

9.1 General

a. CenturyLink Line Volume Plan (CLVP) is available to business customers subscribing to 10 or more basic business lines, key lines or key trunks. A customer may have a maximum of 3,000 participating lines across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC). Lines served by a CenturyLink competitive local exchange carrier (CLEC) are not contributory to or eligible for CLVP.

b. CLVP is offered as a tiered plan with each tier having a Minimum Line Requirement. Lines and/or key trunks provided by a CenturyLink ILEC which are already discounted under an existing term discount plan, line volume plan or any contractual arrangement which contains a volume and/or minimum term commitment, may contribute to the aggregate line count used for determining the applicable tier and rates for services under this CLVP, but are not eligible for additional discounts under this CLVP.

c. The terms, conditions, and application of rates for services in Qwest Corporation locations may differ from those contained herein, and are as described in the applicable tariffs, catalogs, and/or other local terms of service documents for those service locations.

9.2 Regulations

a. Qualifying CLVP services in locations other than those served by Qwest Corporation are defined as follows:

- Flat rate business individual lines – local exchange service terminating into a single line instrument.

- Flat rate key lines or key trunks – local exchange service terminating into any system classified as a key system pursuant to FCC Part 68 Rules and any hybrid system designed to function like a key system, e.g. an outbound line is manually selected, usually by pushing a button on the handset, rather than being selected automatically (usually by dialing 9).

PENDING

LOCAL EXCHANGE SERVICE

9. CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

9.2 Regulations (Cont'd)

b. CLVP Feature Package, consisting of Customer's choice of any of the following features (where offered), is available in conjunction with any qualifying service:

Caller ID (includes Anonymous Call Rejection, where available)
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward-Remote Access
Call Waiting/Cancel Call Waiting
Three-Way Calling
Three-Way Calling with Transfer (Not currently available)
Call Return
Distinctive Ring
Message Waiting Indicator (1)
Voicemail (1)

c. The terms and conditions for qualifying services and optional features apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents, unless stated otherwise herein.

d. CLVP rates are based on line volume and a term commitment period of two, three, four or five years. Customers may not have more than one CLVP tier and term commitment period in effect across all CenturyLink service locations except as described in e. following. Rates for qualifying services at new service locations will be charged based on the already established tier and commitment period. Any lines added after execution of the initial CLVP are contributory towards the Minimum Line Commitment but will not prompt a change in the assigned tier for the previously established lines.

e. Customers with a previously existing CLVP offered by Qwest Corporation may select a separate (second) CLVP for services in an eligible location other than Qwest Corporation. Lines in all CenturyLink ILEC service locations, including locations served by Qwest Corporation, may, at Customer's request, be contributory towards determining the tier for the second CLVP. Services in a Qwest Corporation service location are not eligible for the rates associated with the tier assigned for the second CLVP and will continue to be charged at the tier rates under the original CLVP offered by Qwest Corporation for the remainder of its term commitment period.

Alternatively, customers may discontinue a previously existing CLVP and establish a new CLVP as described in j. following, in which instance a new tier will be established and will apply for all service locations.

PENDING

(1) This service is not regulated under this Local Terms of Service.

LOCAL EXCHANGE SERVICE

9. CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

9.2 Regulations (Cont'd)

f. All qualifying services must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of Customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with Customer's name, mark, or commercial symbol. When, at the Company's discretion, this plan is provided to Affiliates or Franchisees of Customer, Customer must designate the specific account to which Early Termination Charges and Shortfall Penalties will be applied.

g. Services subject to rates under this CLVP are not eligible for discounted rates under any other local voice discount plan. Only the qualifying services listed in 2.a. preceding are both contributory to and eligible for the CLVP rates herein. However, a line or key trunk in any packaged service may contribute towards the minimum line requirement. PBX trunks are neither eligible for or contributory to CLVP for purposes of determining the appropriate rate tier and minimum line requirement.

h. Customers may select a CLVP tier lower than their actual quantity of contributory services.

i. Services receiving promotional or competitive response discounts or recurring charge waivers under other term commitment programs are not eligible for CLVP rates until the terms of those offers have been satisfied for those lines.

j. Additional business lines may be added at any time during Customer's term commitment period, but will not affect the tier and monthly discount levels established upon execution of the CLVP agreement unless Customer commits to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period.

k. Customer may move all or some of the lines under this CLVP to any eligible CenturyLink service location without incurring termination charges, as long as Customer maintains the overall minimum line requirement. The CLVP rates for relocated lines are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.

PENDING

LOCAL EXCHANGE SERVICE

9. CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

9.3 Early Termination Liability

a If CenturyLink terminates the Service(s) for cause, or if Customer terminates the Services(s) in whole without cause before expiration of the initial commitment period, the customer will pay termination charges of $15.00 per line of the customer's Minimum Line Requirement multiplied by the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay $15.00 x 50 x 3 = $2,250.00.

b. If during an annual review of Customer's account, the account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of $60.00 for each line below the Minimum Line Requirement. If the customer is charged a shortfall charge, the Company may subsequently conduct quarterly audits and apply shortfall charges until the customer meets the Minimum Line Requirement.

c. The optional CLVP Feature Package does not contribute to the discount tier and is not subject to termination charges or shortfall penalty.

d. Early Termination Liability charges will be waived for CLVP customers who commit to a new term agreement that includes the same or greater number of equivalent lines or similar services (e.g. channels within a 1.544 Mbps service) for the same or greater term than their existing agreement. Months accrued under the CLVP term commitment period will not apply towards the new commitment period.

PENDING

LOCAL EXCHANGE SERVICE

9. CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

9.4 Application of Rates

a. Touch calling service charges and/or Extended Area Service charges normally billed in addition to the local exchange service rate are included in the rates specified herein. Charges for lines and key trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service) that would otherwise apply as an incremental charge are also included in the rates specified herein.

b. Customers will not incur service charges or other nonrecurring charges when switching existing basic business line service to CLVP.

c. Nonrecurring charges and/or Service Charges will apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents. Nonrecurring charges may be waived if customer moves future services from another telecommunications service provider to lines under the CLVP. However, such subsequently moved lines will not affect the tier and monthly discount level established upon execution of this agreement.

d. Qualifying services may be aggregated across the entire CenturyLink Incumbent LEC service territory to determine the applicable Tier (based on total number of lines). The monthly rate(s) in effect for each service location upon execution of a CLVP agreement will apply for the duration of the term commitment period, and are not subject to Company initiated rate increases.

e. At the end of the initial CLVP term commitment period, the CLVP term will automatically renew for up to two consecutive renewal periods unless either party provides thirty days written notice of its intention not to renew or Customer executes a new CLVP agreement. Each renewal period will be equal to the initial term commitment period for existing lines in place. During the renewal periods, Customer must retain the minimum number of lines required for the Tier assigned under the original agreement. Lines added during an auto-renewal period are eligible for the rates extended under the CLVP. If, at the end of the second auto-renewal period, Customer has not executed a new agreement, the rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), and ala carte rates for optional features selected with CLVP Feature Package, if applicable, will revert to the non-contractual monthly rates in effect for those services as specified in CenturyLink's tariffs, guidebooks, schedules, and/or other local terms of service documents.

PENDING

LOCAL EXCHANGE SERVICE

9. CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

9.4 Application of Rates

f. If, at any time during an auto-renewal period(s), Customer's total number of qualifying services fall below the minimum number of lines required to receive the CLVP discounted rates, the lines/trunks will no longer qualify for CLVP rates and will be charged at the prevailing non-contractual monthly rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), as specified in CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents. Lines/trunks reverted to non-contractual monthly rates will no longer qualify for the CLVP Feature Package rate, and features associated with those lines will be charged at the prevailing non-contractual monthly ala carte feature rates. Early termination liability charges will not apply for any lines disconnected or reverted to monthly rates after expiration of the initial term commitment period.

g. The CLVP Feature Package rate applies in addition to the Flat Rate Business Service rate. When applicable, the Flat Rate Business Service and CLVP Feature Package will appear as a single line item on the customer's bill.

PENDING

LOCAL EXCHANGE SERVICE

9. CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

9.5 Rates

a. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month [(1)]

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	$27.60	$27.60
50 - 499	27.60	27.60
500 - 999	27.60	27.60
1000 - 3000	27.60	27.60

b. Optional Services

LVP Feature Package, per line/ trunk, per month

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	$5.00	$5.00
50 - 499	5.00	5.00
500 - 999	5.00	5.00
1000 - 3000	5.00	5.00

PENDING

(1) Touch calling service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates.

MISCELLANEOUS SERVICE ARRANGEMENTS

1. DIRECTORY LISTINGS

1.1 General

1.1.1. These rates and regulations for directory listings apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising appearing in the classified section.

1.1.2. The alphabetical list of names of customers is solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service, and special sequence or arrangement of names is not contemplated.

1.1.3. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.

1.1.4. A listing must conform to the Company's specifications with respect to its directories.

1.1.5. Listings are regularly provided in connection with all classes of exchange service except public telephone service. A listing may be omitted from the directory upon request of a customer in writing and under the conditions specified in Nonpublished Service, concerning nonpublished listings.

1.1.6. The length of the contract period for directory listings where the listing actually appears in the directory is the directory period. The directory period is from the day that the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days. When the listing appears on information records only, the minimum contract period will be for at least 30 days.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

1. DIRECTORY LISTINGS (Cont'd)

1.2 Primary Listings

1.2.1. A Primary Listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.

1.2.1.A. Listings will be limited to such information as is necessary for the proper identification of the customer.

1.2.1.B. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

1.2.1.C. The Company may refuse to insert any listing, which in its judgment does not facilitate the use of the directory.

1.2.2. When two or more main station lines or private branch exchange trunk lines are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are not consecutively operated, a primary listing may be made for each line. DID trunk numbers will be charged the applicable listing charges for regular, duplicate or alternate listings, or extra lines of information.

1.3 Regular Extra Listings

1.3.1. Business extra listings may be the names of partners or members of the firm, if the customer is a partnership or firm; the names of officers of the corporation, if the customer is a corporation; and for any business establishment, the names of business associates or employees of the customer. Business extra listings may be the bona fide names of individuals, firms or corporations which the customer owns or controls or is duly authorized to represent. Listings which are designed primarily to give publicity to a commodity or service are not accepted.

1.3.2. Residence extra listings may be the names of members of the customer's family or of other persons residing in the customer's household.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

1. DIRECTORY LISTINGS (Cont'd)

1.3 Regular Extra Listings (Cont'd)

1.3.3. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided for alternate listings. However, when in the opinion of the Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of a PABX station or extension station, installed on premises of the customer (except at a residence); but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.

1.3.4. In connection with Private Branch Exchange service at hotels, motels, and apartment houses, residence extra listings at business extra listing rates location, provided approval is obtained of the hotel, motel, or apartment house involved. However, no separate billing will be issued for these instances.

1.3.4. At the option of the customer extra listings may be obtained upon the issuance of a directory or between issues of directories at which time they appear on information records only. Charges for extra listings date from the time the listings are posted on information records.

1.4 Duplicate Listings

Duplicate Listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangement of names are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

1. DIRECTORY LISTINGS (Cont'd)

1.5 Alternate Listings

1.5.1. An Alternate Listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays or if there is no answer on the first listed number.

1.5.2. Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

1.6 Extra Lines of Information

Listings of office hours or other lines of information which are not required by the Company in order to efficiently handle telephone traffic are not included in the regular charges for service. A phrase directing the method of calling when a PABX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

1.7 Foreign Listings

1.7.1. Foreign Listings are listings in the alphabetical list of an exchange other than the exchange in which the listed service is furnished.

1.7.2. A Foreign or Non-customer Listing may be furnished customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears.

1.8 Trade Names

A Trade Name created by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service will not be accepted as a listing unless the customer shows satisfactory evidence that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which in its judgment are otherwise objectionable or unnecessary for identification purposes.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

1. DIRECTORY LISTINGS (Cont'd)

1.9. Dual Name Listing

Dual Name Listing will be a combined directory listing for any two people with the same last name and the same address. Those who qualify for a dual listing may include a husband and wife, a mother and daughter, father and son, brothers and/or sisters. In addition, a woman whose husband is deceased may list her own name and her husband's first name.

1.9.1. The dual name Primary Listing will be provided at no monthly rate.

1.9.2. The dual name additional listing will carry the regular additional listing monthly rate.

1.10 Private (Nonpublished) Telephone Number Listings

1.10.1. Some customers request their telephone listings be omitted from the directory and Company's directory assistance records. Such requests may be fulfilled through the assignment of a private telephone listing subject to the regulations outlined below.

1.10.2. Incoming calls to such telephones will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the customer's request to furnish a number associated with such a listing does not create any relationship or obligation, direct or indirect, to any person other than the customer.

1.10.3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private listing in the directory disclosing said number to any person shall attach to the Company. Where such a listing is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such a listing. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private telephone listing or the disclosing of said number to any person.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

1. DIRECTORY LISTINGS (Cont'd)

1.10 Private (Nonpublished) Telephone Number Listings (Cont'd)

1.10.4. In exchanges where 911 Service is provided a calling party forfeits the privacy afforded by non-published service to the extent that the telephone number and the address (and name of business accounts only) associated with the originating station location are furnished to the PSAP at the time the call is originated. 911 Service information consisting of the name, address and telephone numbers of telephone customers whose listings are not published in directories or listed in directory assistance offices is confidential and the 911 customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.

1.10.5. For accounting purposes, the telephone number, name and address of a customer with a non-published listing will be provided to the long distance carrier(s) which furnishes the customer with Long Distance Message Telecommunications Service.

1.11 Rates

The charge for listings, listed below, begin on the day the information records are posted, except where indicated.

	Monthly Rate	
	Business	Residence
1.11.1. Primary Listing	N/C	N/C
1.11.2. Extra, Duplicate or Alternative Listing	$2.00	$2.00
1.11.3. Foreign Exchange Listing	$3.00	$3.00
1.11.4. Non-Published Service	$4.00*	$4.00*
1.11.5. Extra-Lines, per line	$2.00	$2.00

PENDING

* Charge begins on the day the service is established.

MISCELLANEOUS SERVICE ARRANGEMENTS

2. LOCAL DIRECTORY ASSISTANCE SERVICE

2.1. General

2.1.1. The rates and allowances set forth below apply to requests for Directory Assistance Service in determining, or attempting to determine, the telephone number of any party located in, or thought to be located in, the local calling area.

2.2. Application of Charges and Allowances

2.2.1. The charges specified in "Rates" following will be applicable to all customers except:

2.2.1.A. Hotel/Motel guests and hospital patients.

2.2.1.B. Customers who are unable to use a telephone directory because of a visual or physical handicap which can be confirmed by a physician, appropriate group or agency.

2.2.2. Chargeable Calls (a call to Local Directory Assistance)

2.2.2.A. Resulting in obtaining a maximum of two (2) telephone numbers, or

2.2.2.B. Resulting in obtaining no telephone number because there was no such listing or there was a private listing.

2.2.2.C. There will be an allowance of five (5) calls per month at no charge for each basic local exchange main telephone, PBX trunk, and each group of eight (8) non-dormitory main Centrex telephones. For Dormitory Centrex Service, the allowance applies to each Dormitory Main Station Number. Call allowances are not transferable between separate accounts, even for the same customer.

2.2.2.D. Any unused portion of the monthly allowance described above will not be credited to the customer's account in any other month service is rendered.

2.2.2.E. There will be a charge for all customer calls to Local Directory Assistance, except as specified above.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

2. LOCAL DIRECTORY ASSISTANCE SERVICE

2.3. Rates

2.3.1. A charge of $3.99 will apply for each Local Directory Assistance call in excess of the allowance.

2.3.2. A surcharge of $1.99 will be applicable to all calls to Local Directory Assistance Service connected by the "0" operator, provided that the "0" operator is not the only source available for Local Directory Assistance.

2.4. National Directory Assistance Service

2.4.1. Description

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

2.4.2. Terms and Conditions

2.4.2.A. There are no call allowances or exemptions for National Directory Assistance customers.

2.4.2.B. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.

2.4.2.C. A maximum of two requested telephone numbers are allowed per call.

2.4.2.D. Charges apply to each call placed to National Directory Assistance from a Public Access Line.

2.4.2.E. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator assistance charge may apply, in addition to the National Directory Assistance Charge.

2.4.3. Rates

	Charge
Each call dialed directly by customer	$ 3.99

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

2. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

2.5. Directory Assistance Call Completion

2.5.1. Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

2.5.2. Terms and Conditions

2.5.2.A. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.

2.5.2.B. Directory Assistance Call Completion can be blocked at the originating customer's request.

2.5.2.C. All Operator Service charges apply as appropriate.

2.5.2.D. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

2.5.3. Rates

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

	Charge
Each call completed	$0.00

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

3. OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE CALLS

3.1. Operator Assisted Local Calls

3.1.1. A surcharge of $.60 will apply when the caller requests operator assistance and the call is completed within the local service area. The call may be billed to the originating station line, calling card, third number, collect or any other special identification number.

3.1.2. Application of Charges

The $.60 surcharge will be applied to each completed call except:

3.1.2.A For calls to the Company for official telephone business.

3.1.2.B For emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.

3.1.2.C When the caller identified himself as being handicapped and unable to place the call due to his or her handicap.

3.1.2.D When the caller advises he or she has had service trouble in reaching the terminating number.

3.2 Local Calling Card Service Cards

3.2.1. A surcharge of $.60 will apply to all calling card service calls wherein the caller dials both the called number and the calling card service number and the call is completed in the local service area.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

4. LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE

4.1 General

4.1.1. Verification service provides operator assistance in determining if a called line is in use. Interruption services provides for operator interruption of a conversation in progress on a called line. The customer may request these services for a charge, where facilities are available, by calling the "0" Operator.

4.2 Application of Charges

4.2.1. The charges specified in "Rates" following will apply to all requests except:

4.2.1.A Emergency requests from official emergency agencies when the request is received on an agency line from agency personnel.

4.2.1.B Emergency request in which the caller identifies that the request is to:

4.2.1.B(1) An official public emergency agency;

4.2.1.B(2) An emergency medical number; or

4.2.1.B(3) A privately endowed and operated suicide, drug, alcohol, or runaway crisis reporting center.

4.2.1.C Requests in which the operator encounters trouble condition or has reason to believe a trouble condition exists.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

4. LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE (Cont'd)

4.3 Rates

4.3.1. Verification: A charge of $.95 applies each time the operator verifies a called line and hears voice communication.

4.3.2. Interruption: A charge of $1.40 applies each time the operator interrupts a conversation that is in progress on the called line. The charge is for the interruption service and does not depend on whether the called party agrees to release the line and accept the call.

4.3.3. If an operator both verifies the condition of the line and interrupts conversation on the same request, the interrupt charge only applies.

4.3.4. The charges for Verification/Interruption service are in addition to any applicable message rates.

5. INTRA-NPA LONG DISTANCE DIRECTORY ASSISTANCE SERVICE

5.1 General

5.1.1. Intra-NPA Long Distance Directory Assistance Service involves the supply of assistance in determining, or attempting to determine, the telephone number, name, and/or address or a party outside the local calling area but within the same NPA.

5.2 Application of Charges

5.2.1. The charges specified in "Rates" will be applicable to all customers, except:

5.2.1.B Hotel/Motel guests and hospital patients;

5.2.1.C Customers who are unable to use a telephone directory because of a visual or physical handicap which can be confirmed by a physician, appropriate group or agency.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

5. INTRA-NPA LONG DISTANCE DIRECTORY ASSISTANCE SERVICE (Cont'd)

5.3 Chargeable Calls

5.3.1. For charging purposes a call to Intra-NPA Long Distance Directory Assistance is defined as a call:

5.3.1.A Resulting in obtaining name, address, and/or telephone number for a maximum of two (2) customers; or

5.3.1.B Resulting in obtaining no name, address, and/or telephone number because there was no such listing or there was a private listing, or there was a special customer request to not disclose their name and address.

5.3.1.C There will be a charge for all customer calls to Intra-NPA Long Distance Directory Assistance, except as specified above.

5.3.1.D Intra-NPA Long Distance Directory Assistance Service rates and regulations become effective in each exchange concurrent with the effective date of a Local Directory Assistance Service in that exchange.

5.4 Rates

5.4.1. A charge of $.30 per call will apply for each Intra-NPA Long Distance Directory Assistance Service call.

5.4.2. A surcharge of $.30 will be applicable to all calls to Intra-NPA Long Distance Directory Assistance connected by the "0" operator, or dialed by the customer and billed to a calling card, provided that the "0" operator is not the only source available for Intra-NPA Long Distance Directory Assistance.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

6. INTRA-NPA LONG DISTANCE OPERATOR SERVICE REQUIRING TELEPHONE NUMBER ASSISTANCE

6.1 General

6.1.1. Intra-NPA Long Distance Operator Service requiring telephone number assistance is that service for which the operator is required to obtain the telephone number of the called party in order to complete the call. This service is furnished in conjunction with an intra-NPA long distance call placed through an operator.

6.2 Application Of Charges

6.2.1. The charges specified in "Rates" will be applicable to all customers, except:

6.2.1.B Hotel/Motel guests and hospital patients;

6.2.1.C Customers who are unable to use a telephone directory because of a visual or physical handicap which can be confirmed by a physician, appropriate group or agency.

6.3 Telephone Number Assistance Charges

6.3.1. A telephone number assistance charge applies to operator-assisted intra-NPA long distance station-to-station or person-to-person calls for which the operator is required to obtain or to attempt to obtain the telephone number of the called party in order to complete the call.

6.3.2. Only one telephone number assistance charge will apply on any operator person-to-person intra-NPA long distance call.

6.3.3. On a completed collect intra-NPA long distance call, a telephone number assistance charge will be billed to the same telephone number or account number billed for the long distance call.

6.3.4. Intra-NPA long distance operator service requiring telephone number assistance rates and regulations become effective in each exchange concurrent with the effective date of a Local Directory Assistance Service in that exchange

6.4 Rates

A charge of $.30 per call will apply for the Long Distance Operator obtaining or attempting to obtain the telephone number of the called party. Applicable charges will also apply for the Intra - NPA Long distance Directory Assistance Service provided.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

7. INTRAEXCHANGE LOCAL CHANNELS

7.1 Circuit Rental

7.1.1 Local Loop Rental - Miscellaneous, including Local Private Line, Private Line Voice, Teletype, TWX, Metering or control Channels.

7.1.1.A. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

7.1.1.B. The total mileage is the sum of the direct route mileage from each point to its serving central office, with fractional ¼ miles rated as full ¼ miles, for each two point segment of distance.

7.1.1.C. Charges per cable pair, route mileage

	Installation, Move or Change Charge	Monthly Rate
First ¼ mile	$35.00	15% of B-1
Each additional ¼ mile	N/C	$1.00
For each terminated segment where segments are permanently tied together, combined mileage applies		

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

7. INTRAEXCHANGE LOCAL CHANNELS (Cont'd)

7.1 Circuit Rental (Cont'd)

7.1.2. Local Loops For Foreign Exchange Not Covered Under Circuit Rental Above.

7.1.2.A. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

7.1.2.B. The total mileage charges shown below shall apply from the Central Office to the customer's premise, with fractional ¼ miles treated as full ¼ miles.

7.1.2.C. Charges per cable pair, route mileage

	Installation, Move or Change Charge	Monthly Rate
First ¼ mile	$35.00	15% of B-1
Each additional ¼ mile	N/C	$1.00
For each terminated segment where segments are permanently tied together, combined mileage applies		

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

7. INTRAEXCHANGE LOCAL CHANNELS (Cont'd)

7.1 Circuit Rental (Cont'd)

7.1.3. Local Loop Rental - where cable pair does not go through the local exchange central office.

7.1.3.A. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge, including construction charges or to contract for service beyond the initial period, or both.

7.1.3.B. The total mileage shown is the sum of the direct route mileage form the originating point to each serving point, with fractional ¼ miles rated as full ¼ miles.

7.1.3.C. Charges per cable pair, route mileage

	Installation, Move or Change Charge	Monthly Rate
First ¼ mile	$35.00	15% of B-1
Each additional ¼ mile	N/C	$1.00

7.2 Circuit Rental - Community Water Systems

7.2.1 The following rate applies when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

7.2.1.A. Rates

	Installation, Move or Change Charge	Monthly Rate
Charge per cable pair	(1)	$10.00

(1) Applicable service connection charges apply.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

7. INTRAEXCHANGE LOCAL CHANNELS (Cont'd)

7.2 Circuit Rental - Community Water Systems (Cont'd)

7.2.1 The following rate applies when necessary facilities are available. When … (Cont'd)

7.2.1.B. Conditions

(1) The customer will be required to furnish and maintain the circuit closing device, activating device or any other device and the wiring between this devise and any type of warning equipment.

(2) The customer shall indemnify and hold harmless and thereby release the Company from any and all legal or other expenses, claims, costs, losses, suits or judgments for damages or injuries to or deaths or persons, or damages to or destruction of property arising in any way directly or indirectly, by reason of any use by the customer of the cable pair provided by the Company.

7.3 Off-Premise Extension Stations

7.3.1 Off-Premise extension stations may be furnished subject to the following conditions:

7.3.1.A. May be located on the premise of another customer and restricted to answering incoming calls only provided the other has his own separate service at the same location.

7.3.1.B. Business off-premise extensions may be provided at a residence location of the same customer where residence main station service is also provided.

7.3.1.C. Residence off-premise extensions may be provided at the business location of the same customer where business main station service is also provided.)

7.3.1.D. The provision of circuits required to connect main and extension service is subject to additional regulations and charges when in Off-Premise Extension Line Mileage following.

7.3.1.E. The number of extension instruments which may be permitted with any main station is limited to such as, in the judgment of the Company, will not interfere with the efficient operation of the service.

7.3.1.F. Extension service provides the capability of originating or receiving calls from equipped locations in addition to the location of the main station.

7.3.1.G. In connection with party line service, extension stations or extension access locations must be located on the same premises as the main station.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

7. INTRAEXCHANGE LOCAL CHANNELS (Cont'd)

7.4 Off-Premise Extension Line Mileage

7.4.1 General

7.4.1.A. The basic rate for extension service, PABX stations, key stations, and Centrex stations are for such stations which are located within the same building as the main station, key system, PABX switchboard or dial switching equipment, or the central measuring point in the case of Centrex Systems. Where extension service, PABX stations, key stations or Centrex stations are provided at other locations and for other circuit extensions or similar character, such as for jacks, off-premise extension line mileage charges are applicable as set forth below, in addition to the basic rates.

7.4.1.B. Mileage charges are computed on the route measurement from the building location of the main station, key system or PABX system, or from the central measuring point for Centrex systems to the building in which the extension service, PABX station, Centrex extension station, key extension station or other service is located.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

7. INTRAEXCHANGE LOCAL CHANNELS (Cont'd)

7.4 Off-Premise Extension Line Mileage (Cont'd)

7.4.1 General (Cont'd)

7.4.1.C. Mileage charges are computed separately for each off-premise extension access location.

7.4.1.D. Where construction is necessary for the purpose of furnishing off-premise extension lines on the subscriber's premises, such construction will be furnished as provided for "Construction on Private Property" in Section 8 of this Local Terms of Service.

7.4.1.E. When it is known or realized that the life of all or a part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option to the customer:

(1) An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charges. All rates are subject to the approval of the Arkansas Public Service Commission.

(2) A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years. All rates are subject to the approval of the Arkansas Public Service Commission.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

7. INTRAEXCHANGE LOCAL CHANNELS (Cont'd)

7.4 Off-Premise Extension Line Mileage (Cont'd)

7.4.2. Rates

7.4.2.A. Between buildings on the same premises

1st quarter mile, or fraction thereof	$2.00 per month
Each additional 1/4 mile, or fraction thereof	$1.00 per month

7.4.2.B. Between buildings on different premises within the same exchange

1st quarter mile, or fraction thereof	$2.00 per month
Each additional 1/4 mile, or fraction thereof	$1.00 per month

7.4.2.C. In different exchanges
Connecting company mileage charges apply

7.5 Signaling Equipment Mileage

7.5.1. Rates

1st quarter mile, or fraction thereof	$2.00 per month
Each additional ¼ mile, or fraction thereof	$1.00 per month

8. Reserved for Future Use

9. Reserved for Future Use

10. Reserved for Future Use

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

11. TONE DIALING SERVICE

11.1. General

11.1.1. Tone Dialing Service is provided for the origination of telephone calls through the use of a pushbutton tone pad rather than a standard rotary dial.

11.1.2. Tone Dialing Service requires special central office equipment and will be provided only from Central Offices where facilities are available.

11.2. Rates

12. EMPLOYEE TELEPHONE SERVICE

The same general terms and conditions are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

13. TOLL RESTRICTION

13.1. General

Toll Restriction denies the local exchange user access to the long distance telecommunications network while permitting the user access to the local exchange network.

13.2. Terms and Conditions

The customer accepts full responsibility for the denial of access to the long distance telecommunications network and for the restriction on acceptance of any incoming "collect" long distance messages. The customer indemnifies and holds harmless the Company from any and all claims, losses and damages caused by this restriction and the customers' long distance calling.

13.3. Rates and Charges

13.3.1. These rates are in addition to the established monthly and nonrecurring charges applicable to services or equipment associated with Toll Restriction.

	Monthly Rate
13.3.1.A. Toll Restriction - Total	
Total Toll Restriction denies access to the long distance network as well as operator services. It prevents a station from dialing the long distance network for all purposes, including emergencies and Directory Assistance.	$ 1.50

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

13. TOLL RESTRICTION (Cont'd)

13.3. Rates and Charges (Cont'd)

13.3.1. These rates are in addition to the established monthly and nonrecurring charges applicable to services or equipment associated with Toll Restriction. (Cont'd)

	Monthly Rate
13.3.1.B. Toll Restriction - Limited	
Limited Toll Restriction denies access to specified area codes, office codes or any predetermined combination of area codes and office codes.	$ 5.00
13.3.1.C. Toll Restriction - Selective	
Selective Toll Restriction denies access to specific directory numbers. It can include any combination of service codes, directory assistance number, seven-digit directory numbers and ten-digit directory numbers.	$ 5.00

14. 900 CALL RESTRICTION

14.1. General

14.1.1. 900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

14.1.2. 900 Call Restriction will be provided in conjunction only with business and residence single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

14. 900 CALL RESTRICTION (Cont'd)

14.2. Rates

14.2.1. 900 Call Restriction will be provided on residential lines, including churches, schools, and charitable organizations at no charge.

14.2.2. The following charges apply in addition to the established rates and charges for the services with which the service is associated.

	Monthly Rate	Installation Charge
14.2.2.A. Per residence line equipped [1]	No charge	No charge
14.2.2.B. Per business line equipped	No charge	No charge

14.3. Conditions

14.3.1. The minimum contract period for this service is one month.

14.3.2. Non-payment of 900 call charges will not alone be cause to disconnect local exchange service.

14.3.3. A customer subscribing to this service may not access any 900 telephone numbers.

PENDING

[1] Includes residential customers, churches, schools and charitable organizations

MISCELLANEOUS SERVICE ARRANGEMENTS

15. EXTENDED ABSENCE PAYMENT PLAN

15.1. The Following Options Are Available To Customers To Avoid Suspension Of Service During Extended Absences.

15.1.1. Bills coming due during the customer's absence may be paid in advance. The amount of the advance payment will be based on the customer's average monthly bill for the most recent twelve (12) months. If less than twelve (12) months usage history is available, the advance payment will be based on the number of months of usage history available. If the advance payment is more than the actual bill for service, the overpayment will be credited to the customer's account unless the customer requests a refund. If the advance payment is less than the actual bill for service, the balance due will be carried forward each month until the customer returns. Delayed payment agreements will be available for any underpayment.

15.1.2. The customer will be given the opportunity to enroll in the Company's bank draw draft plan, where available, whereby the monthly service bill will be paid automatically through the customer's checking or savings account.

15.1.3. The customer can arrange to have bills coming due during the period of absence mailed to an alternate address or third party during the absence.

15.1.4. The customer must notify the Company in order to take advantage of any of these extended absence payment plans.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

16. EXTENDED DUE DATE PLAN

16.1. The Extended Due Date Plan is available to qualifying residential customers and is intended to enable the Company to change a customer's bill payment due date, at the customer's request, to coincide with or follow the customer's receipt of income as listed below. Customers who qualify under this plan and pay by the new date will not be considered late on their payment.

16.2. Availability

16.2.1. Customers whose income checks from any of the sources listed below which are not normally received by the regular bill due date are eligible to apply for an extended due date. Qualifying income sources are as follows:

16.2.1.A. Persons receiving Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind and Disabled (AABD).

16.2.1.B. Persons receiving Supplemental Security Income (SSI); or

16.2.1.C. Persons whose primary source of income is Social Security or Veterans Administration disability or retirement benefits.

16.3. Application

16.3.1. Customers may become plan participants upon written application to the Company. When a customer applies for an extended due date, the Company will explain the policy and give the explanation to the customer in writing.

16.3.2. After acceptance of a customer by the Company as a participant in the Extended Due Date Plan, the customer shall supply to the Company the date on which his monthly income is received (check receipt date) and the Company will make this information a permanent part of the customer's record.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

16. EXTENDED DUE DATE PLAN (Cont'd)

16.4. Setting the Extended Due Date

16.4.1. The Company will compare the check receipt date supplied by the customer with the billing date and the bill due date. Based on this comparison, the following method of determining a bill due date will be used:

16.4.1.A. If the check receipt date occurs within the time span between the billing date and the bill due date, the normal due date of the account remains in effect.

16.4.1.B. If the check receipt date occurs beyond the time span of the billing date and the bill due date, the due date will be at least three days after the check receipt date.

16.4.2. If the customer does not pay bills by the close of business on the extended due date two (2) times in a row or any three (3) times in the last twelve (12) months, the Company will remove the customer from the plan. The Company will notify the customer in writing when the customer has been removed from the plan for late payment.

16.4.3. If payments are not received by the close of business on the extended due date, the Company will follow the established notification process established by the Arkansas Public Service Commission which could ultimately result in suspension of the service.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

17. SPECIAL BILLING NUMBERS

17.1. General

17.1.1. Special Billing Numbers in the form of a calling card, may be provided to customers or non-customers for the purpose of placing toll calls and associating the billing of such calls to a particular person, department or station without identifying a specific telephone number.

17.1.2. Appropriate toll charges will be applicable.

17.2. Rates

	Monthly Rate
Each Special Billing Number	$ 2.50 *

18. DIRECT-IN-DIALING (DID) TO ELECTRONIC OR SPECIAL PABX SERVICE

18.1 General

18.1.1. The service is furnished subject to the availability of facilities and telephone numbers.

18.1.2. The service includes central office switching equipment necessary for inward dialing from the exchange and toll network directly to stations associated with customer-provided switching equipment.

18.1.3. The service must be provided on all lines in a trunk group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.

18.1.4. The minimum commitment period for the service is three years. In case of discontinuance or reduction of service within the minimum commitment period, a basic termination charge as shown in the rates following, reduced by 1/36 for each full month of service provided, shall be applied.

PENDING

* A Service Ordering Charge applies for the installation of a Special Billing Number.

MISCELLANEOUS SERVICE ARRANGEMENTS

18. DIRECT-IN-DIALING (DID) TO ELECTRONIC OR SPECIAL PABX SERVICE (Cont'd)

18.1 General (Cont'd)

18.1.5. The rates herein contemplate the use of standard Company equipment and serving arrangements. When equipment or service of a special type is requested and provided, rates and charges are based on the costs involved to meet the individual requirements of each case.

18.1.6. Operational characteristics of interface signals between the Telephone Company-provided connecting arrangements and the customer-provided switching equipment must conform to the terms and conditions the Telephone Company considers necessary to maintain proper standards of service.

18.1.7. The Telephone Company shall not be responsible to the customers or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by a customer, authorized user or joint user obsolete or require modification or alternation of such equipment or system or otherwise affect its use or performance.

18.1.8. Directory listings will be provided in accordance with the regulations of Directory Listings, under Primary Listings, in this section of the Local Terms of Service. DID numbers furnished herein are not entitled to free directory listings.

18.1.9. Customer-provided switching systems must be arranged by the customer to provide for the intercepting of assigned but unused numbers.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

18. DIRECT-IN-DIALING (DID) TO ELECTRONIC OR SPECIAL PABX SERVICE (Cont'd)

18.2 Rates

18.2.1. In central offices that are not equipped with a digital switch or, where the installation of DID service requires special rearrangement of central office switching equipment, such service will be offered at the following rates and charges.

		Monthly Rate	Installation Charge	Termination Charge
18.2.1.A.	Direct-In-Dialing Service for:			
	1st 100 DID Numbers	$317.25	$475.00	$7,600.00
	Each additional 100 DID Numbers	74.25	110.00	1,800.00

18.2.2. In central offices equipped with digital switching and where facilities permit, DID services will be offered at the following rates and charges.

		Monthly Rate	Installation Charge	Termination Charge
18.2.2.A.	Each group of 20 DID numbers	$ 40.00	$ 60.00	$1,000.00

PENDING

Note: The above rates and charges are in addition to the rates and charges for PBX trunks and other services or facilities with which this service is associated.

MISCELLANEOUS SERVICE ARRANGEMENTS

19. EMERGENCY CONFERENCE SERVICE AND FIRE REPORTING EQUIPMENT

19.1 General

Emergency Conference Service and Fire Reporting Service is furnished in the interest of the public safety by means of equipment located in a central office of the company through which any exchange customer may make an announcement to several exchange stations simultaneously.

19.2 Rates

Monthly rates and installation charges for Emergency Conference Equipment and Fire Reporting Equipment will be determined as outlined under "Specialized Types of Installation" in Section 8 of this Local Terms of Service.

	Monthly Rate	Installation or Change Charge
Fire Number	1 Party Business Access Line (1)	*
Fire Line, per line equipped	$ 2.00 (1)	$25.00

PENDING

(1) These charges are in addition to charges for the class of service furnished and applicable service connection charges will apply as set forth under Service Charges in Section 7 of this Local Terms of Service.

* A Service Ordering Charge and a Central Office Line Connection Charge apply as specified in Section 7 of this Local Terms of Service.

MISCELLANEOUS SERVICE ARRANGEMENTS

19. EMERGENCY CONFERENCE SERVICE AND FIRE REPORTING EQUIPMENT (Cont'd)

19.3. Conditions

19.3.1. Such Emergency Conference Equipment or Fire Reporting Equipment is not to be used for performing any function other than the reporting or dissemination of information of any emergency nature.

19.3.2. A contract or agreement for Emergency Conference Service or Fire Reporting Equipment will be for a minimum service period of three (3) years.

19.3.3. The customer must not use or permit any electrical or mechanical apparatus or device to be used in connection with the equipment or facilities furnished by the Company without the written consent of the Company.

19.3.4. The customer shall indemnify and hold harmless and thereby release the Company from any and all legal or other expenses, claims, costs, losses, suits or judgments for damages or injuries to or deaths of persons, or damages to or destruction of property arising in any way directly or indirectly, by reason of any use by the customer of the equipment provided by the Company and not caused by the Company's gross negligence or willful misconduct.

20. SECRETARIAL ANSWERING BUREAUS

20.1 General

20.1.1. Equipment and facilities for telephone secretarial answering bureau services are furnished to permit the answering at one location of incoming calls on the central office lines of patrons receiving Secretarial Answering Service by means of switching equipment and secretarial lines connecting the central office lines to the secretarial equipment, as described in this Local Terms of Service section.

20.1.2. Rates apply to Secretarial Answering Services within the local exchange area.

20.1.3. Secretarial equipment will be arranged for the interconnection of lines when terminated therein. The bridging arrangement shall not be used in connection with foreign exchange lines, WATS or on lines which are extended to other attendants' positions. Calls may be extended beyond the Bureau's local service calling area over the Long Distance Telecommunications Network only. The Telephone Company reserves the right to disconnect all service to any telephone answering bureau which fails to comply with this regulation.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

20. SECRETARIAL ANSWERING BUREAUS (Cont'd)

20.1 General (Cont'd)

20.1.4. Means of communication between the patron and the secretarial attendant over the secretarial line are not provided.

20.1.5. The patron's telephone or private branch exchange switching equipment must be so located that transmission will be satisfactory for exchange and toll service from the secretarial equipment via the secretarial line.

20.1.6. Firms offering secretarial service are required to have business service listed in their own name.

20.1.7. Where a switching device is provided to disconnect a secretarial line from the answering equipment, additional mileage charges may apply.

20.1.8. The customer indemnifies the Telephone Company against and holds the Telephone Company harmless from any and all losses, claims, demands, causes of action, damages, costs of liability in law or in equity, of every kind and nature whatsoever including, without limiting the generality of the foregoing losses, claims, demands, causes of action, damages, costs of liability for (1) libel, slander, invasion of rights of privacy or (2) failure in transmitting, receiving or delivering messages over the facilities of the Telephone Company and/or connecting companies arising directly or indirectly from any act or omission of the customer or of any third party while using or attempting to use service and/or equipment provided by the Telephone Company and not caused by the Company's gross negligence or willful misconduct.

20.1.9. In accordance with the provision of the General Terms and Conditions section of this Local Terms of Service dealing with use of service, residence service extended to or terminated at answering bureau locations will be reviewed to insure that the use of such service is not for business purposes. Otherwise, the customer (patron) will be required to contract for business individual line service.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

20. SECRETARIAL ANSWERING BUREAUS (Cont'd)

20.2 Service Arrangements For Answering Bureau Patrons

Except for the provisions as stated, the following arrangements are provided only to individual line customers (patrons) who desire to have their incoming calls answered by a Secretarial Answering Bureau.

20.2.1. Secretarial Line

An extension of a main service to a secretarial answering bureau locations where it is terminated in the equipment furnished to the bureau or in a telephone instrument modified for inward service only. Secretarial line mileage is measured route mileage from the patron's location to the bureau location. Where the patron is provided with a switching device to cut off the secretarial line from the equipment or station at the bureau location, secretarial line mileage also applies to the control circuit between the patron's location and the bureau location.

20.2.2. Main Line

An arrangement whereby a patron's main service is terminated at a secretarial answering bureau location in the equipment furnished to the bureau.

20.2.3. Concentrator-Identifier Bridging Connection

A connection between the patron's telephone circuit and the concentrator facilities contracted for by the secretarial answering bureau.

20.2.4. Alternate Call Number Listing

A directory listing instructing calling parties to call the regular business service number of the secretarial answering bureau when the customer's (patron's) telephone does not answer.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

20. SECRETARIAL ANSWERING BUREAUS (Cont'd)

20.3. Rates

20.3.1. Business Individual Line rates will apply for each line terminating at the answering bureau.

20.3.2. Installation of service equipment will be based on labor and minor material cost plus applicable service connection charges.

20.3.3. Main Line - the monthly rates and nonrecurring charges in effect at the local exchange for individual line service.

20.3.4. Secretarial Line

	Monthly Rate	Installation
Each secretarial line terminal	$ 2.50	(see 20.3.2. above)
Secretarial line mileage per 1/4 mile or fraction thereof, route mileage	$ 1.00	

20.3.5. Concentrator-Identifier Bridging Connection

The bridging charge per line will be based on cost times the company's annual carrying charges divided by twelve to determine the monthly rate. Installation will be based on labor and minor material cost per line plus applicable service connection charges.

20.3.6. Alternate Call Number Listing

See Directory Listings in this section of the Local Terms of Service for applicable rate.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

20. SECRETARIAL ANSWERING BUREAUS (Cont'd)

20.4 Bridging Arrangement

20.4.1. A bridging arrangement provides a device which will permit the attendant to hold an incoming call on a patron's line, dial out on a local line and then physically interconnect the incoming line with the outgoing line so that the two parties may talk directly.

20.4.2. The Telephone Company shall not be responsible for the quality of transmission which may result from such connections.

20.4.3. The bridging arrangement shall not be used in connection with foreign exchange lines, WATS or on lines which are extended to other attendants' positions. Calls may be extended beyond the Bureau's local service calling area over the Long Distance Telecommunications Network only.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

20. SECRETARIAL ANSWERING BUREAUS (Cont'd)

20.4 Bridging Arrangement

20.4.4. The customer indemnifies the Telephone Company against and holds the Telephone Company harmless from any and all losses, claims, demands, causes of action, damages, costs of liability in law or in equity, of every kind and nature whatsoever including, without limiting the generality of the foregoing losses, claims, demands, causes of action, damages, costs of liability for (1) libel, slander, invasion of rights of privacy or (2) failure in transmitting, receiving or delivering messages over the facilities of the Telephone Company and/or connecting companies arising directly or indirectly from any act or omission of the customer or of any third party while using or attempting to use service and/or equipment provided by the Telephone Company and not caused by the Company's gross negligence or willful misconduct.

	Monthly Charge	Installation, Move or Change Charge
20.4.4A. Central Office Bridging Arrangement		
Basic Unit (includes first two trunk equipment)	*	*
Additional Trunk Equipment each (limit three additional trunks)	*	*

PENDING

* Monthly charges will be based on cost of equipment times the company's annual carrying charges, divided by twelve. Installation will be based on cost plus applicable Service Connection Charge Service Charges.

MISCELLANEOUS SERVICE ARRANGEMENTS

21. SWITCHED DATA SERVICE

21.1. General

21.1.1. Switched Data Service is a usage-sensitive, digital, central office switched service designed to provide access connectivity for data transport to users who do not require full time point-to-point dedicated services. This service provides for a connection capable of up to 64 Kbps digital transmission between the customer's location and a suitably equipped end office via two wire customer loops. Switched Data Service provides asynchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps. The availability of all data transmission speeds up to 64 kbps depends on the technical limitations of the network and serving central office.

21.1.2. This service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Switched Data Service access lines.

21.1.3. This service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

21.2. Regulations

21.2.1. Switched Data Service is provided subject to the availability of properly equipped facilities and central offices.

21.2.2. The Company is under no obligation to provide Switched Data Service access at a distance from the central office that exceeds the technical limitations of the service.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

21. SWITCHED DATA SERVICE (Cont'd)

21.2. Regulations (Cont'd)

21.2.3. The Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of Switched Data Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when known in advance, the Company will notify customers of such changes.

21.2.4. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Switched Data Service.

21.2.5. Switched Data Service is not available for resale of service.

21.2.6. Switched Data Service is offered on a tone signaling basis only.

21.2.7. Vacation Service is not available for Switched Data Service.

21.2.8. The minimum billing period for Switched Data Service is one month.

21.2.9. Charges for Switched Data Service do not include equipment or other facilities which may be required at the customer premise and which must be compatible with company facilities.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

21. SWITCHED DATA SERVICE (Cont'd)

21.3. Rates and Charges

21.3.1. Service Connection Charges

In addition to the Line Connection Charge found below, a Service Order Charge as specified in Section 7 of this Local Terms of Service applies.

Line Connection Charge	$40.00

21.3.2. Monthly Rates

Switched Data Line	$45.00
Local Usage per minute -	Refer to the Company's Access Tariff for Local Switching (LS2) rates.

21.3.3. Toll calls placed by the Switched Data Service line will be billed the appropriate message telecommunications service charges.

22. REMOTE CALL FORWARDING

22.1. General

22.1.1. Remote Call Forwarding (RCF) is an exchange service that utilizes a telephone number and a central office facility in the RCF local calling area to forward automatically all incoming calls dialed to the RCF telephone number to another telephone number.

22.1.2. This service is only available where the terminating station line has incoming-call dial capability.

22.1.3. Remote Call Forwarding (RCF) Service is offered where facilities permit and capacity is available in the serving central office.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

22. REMOTE CALL FORWARDING (Cont'd)

22.1. General (Cont'd)

22.1.4. RCF Service is not offered where the terminating station is a coin telephone.

22.1.5. The Company will not provide identification of the originating telephone number to the RCF customer.

22.1.6. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data. Call Forwarding should not be offered as a feature at the RCF terminating station line.

22.1.7. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station lines are needed, the customer will be required to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

22. REMOTE CALL FORWARDING (Cont'd)

22.2. Rates and Charges

22.2.1. The following charges are for the Remote Call Forwarding Feature only and are in addition to applicable charges for service and equipment with which it is used.

22.2.2. Installation charges of a service ordering charge and a central office line connection charge, per access path, apply.

	Monthly Rate
22.2.2.A. Access Path, each	$38.40
22.2.2.B. Additional Access Path, each	$38.40

22.3. Message Charges

22.3.1. The message charges applicable to Remotely Forwarded Calls shall be comprised of two separate charges:

22.3.1.A. A charge for that portion of the call from the originating station line to the call forwarding location, and

22.3.1.B. A charge for that portion of the call from the call forwarding location to the terminating station lines.

22.3.2. The respective charge for each such portion shall be as follows:

22.3.2.A. Between the originating station line and call forwarding location.

The charge for this portion of a remotely forwarded call shall be the charge specified in this Local Terms of Service, or any other applicable tariff. The preceding charges apply to all calls answered at the terminating station line, including person-to-person collect calls even though such calls might not be accepted at the answering location.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

22. REMOTE CALL FORWARDING (Cont'd)

22.4. Directory Listings

One listing in the directory of the exchange in which the call forwarding central office is located is provided without additional charge.

23. ALARM CIRCUIT

23.1. General

An alarm circuit is a two wire line or cable pair provided by the telephone company from the customer's premises to a different location (Police Station, customers residence, etc.) within the Exchange Rate Area of the Telephone Company Exchange, over which the customer operates his own alarm equipment.

23.2 Rates

23.2.1. Alarm Circuit, per cable pair

	Installation, Move or Change Charge	Monthly Rate
23.2.1.A. First ¼ mile	$35.00	150% of Business 1-Party
23.2.1.B Each additional ¼ mile or fraction thereof	N/C	$1.00

23.2.2 Alarm Circuit, per cable pair, where cable pair does not go through the local exchange central office

23.2.1.A. First ¼ mile	$35.00	150% of Business 1-Party
23.2.1.B Each additional ¼ mile or fraction thereof	N/C	$1.00

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

23. ALARM CIRCUIT (Cont'd)

23.3. Conditions

23.3.1. The customer will be required to furnish and maintain the circuit closing device and the wiring between this device.

23.3.2. The customer shall indemnify and hold harmless and thereby release the Company from any and all legal or other expenses, claims, costs, losses, suits or judgments for damages or injuries to or deaths of persons, or damages to or destruction of property arising in any way directly or indirectly, by reason of any use by the customer of the facilities provided by the Company and not by the Company's gross negligence or willful misconduct.

24. CIRCUIT RENTAL

24.1. Local Loop Rental - Miscellaneous, Including Private Line Voice, Teletype, Twx, Data, Metering Or Control Channels.

24.1.1. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

24.1.2. The total mileage is the sum of the direct route mileage from each point to its serving central office, with fractional 1/4 miles rated as full 1/4 miles, for each two point segment of distance.

24.1.3. Charges per cable pair, route mileage

	Installation, Move or Change Charge	Monthly Rate
24.1.3.A. First ¼ mile	$35.00	150% of Business 1-Party
24.1.3.B Each additional ¼ mile	N/C	$1.00
24.1.3.C. For each terminated segment where segments are permanently tied together, combined mileage applies		

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

24. CIRCUIT RENTAL

24.2. Local Loops For Foreign Exchange Not Covered Under Circuit Rental Above.

24.2.1. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

24.2.2. The total mileage is the sum of the direct route mileage from each point to its serving central office, with fractional 1/4 miles rated as full 1/4 miles, for each two point segment of distance.

24.2.3. Charges per cable pair, route mileage

	Installation, Move or Change Charge	Monthly Rate
24.2.3.A. First ¼ mile	$35.00	150% of Business 1-Party
24.2.3.B Each additional ¼ mile	N/C	$1.00
24.2.3.C. For each terminated segment where segments are permanently tied together, combined mileage applies		

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

24. CIRCUIT RENTAL

24.3. Local Loops Rental - Where Cable Pair Does Not Go Through The Local Exchange Central Office.

24.3.1. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

24.3.2. The total mileage is the sum of the direct route mileage from the originating point to each serving point, with fractional 1/4 miles rated as full 1/4 miles.

24.3.3. Charges per cable pair, route mileage

	Installation, Move or Change Charge	Monthly Rate
24.3.3.A. First ¼ mile	$35.00	150% of Business 1-Party
24.3.3.B Each additional ¼ mile	N/C	$1.00

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

25. CIRCUIT RENTAL - COMMUNITY WATER SYSTEMS

25.1. The following rate applies when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

25.2. Rates

		Installation, Move or Change Charge	Monthly Rate
25.2.1	Charge per cable pair	*	$10.00

25.3. Conditions

25.3.1. The customer will be required to furnish and maintain the circuit closing device, activating device or any other device and the wiring between this device and any type of warning equipment.

25.3.2. The customer shall indemnify and hold harmless and thereby release the Company from any and all legal or other expenses, claims, costs, losses, suits or judgments for damages or injuries to or deaths of persons, or damages to or destruction of property arising in any way directly or indirectly, by reason of any use by the customer of the cable pair provided by the Company and not by the Company's gross negligence or willful misconduct.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

26. KEY SERVICE

26.1. General

Electronic or Special Key Service Systems are arrangements of equipment consisting of a key service unit (KSU) and stations connected to the KSU by means of a 3 pair cable, 1 pair for voice transmission, 2 pairs for sending and receiving data.

26.2. Extensions

Stations located off the premises on which the primary station is located, will be provided at the applicable mileage charges, as shown elsewhere in this Local Terms of Service.

26.3. Line Rate

Access Line Rate for Key Service is provided in Section 5.

26.4. Service Connection Charges

Service Connection Charges applicable as set forth in Section 7 of this Local Terms of Service apply for each line installed, moved, or changed.

27. PABX SERVICE

27.1. General

A Private Branch Exchange (PABX) is an arrangement of equipment consisting of a switchboard, either dial or manual, and stations connected with the switchboard which are arranged for inter-communicating between the stations and which may be connected with a central office communication with the general exchange system for local and toll telephone service.

27.2. Trunk Rates

The PBX Trunk Rate is provided in Section 5.

27.1.1 Applicable mileage charges, as shown elsewhere in this Local Terms of Service, will apply for each location located off the premises on which the primary station is located.

27.1.2. Service Connection Charges as set forth in Section 7 of this Local Terms of Service apply for each line installed, moved or changed.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

28. N11 ABBREVIATED DIALING CODES

28.1 Description

28.1.1 Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

28.1.2 The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

811 – One-Call Notification Systems

28.2 Terms and Conditions

28.2.1 The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

28.2.2 Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+
0+, 0- (credit card, third-party billing, collect calls)
101XXXX
Operator assisted calls will not be completed.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

28. N11 ABBREVIATED DIALING CODES

28.2 Terms and Conditions (Cont'd)

28.2.3 The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

28.2.4 Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this Local Terms of Service.

28.2.5 The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

28.2.6 Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.

28.2.7 Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Arkansas Public Service Commission.

28.2.8 Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.

28.2.9 The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

28. N11 ABBREVIATED DIALING CODES

28.2 Terms and Conditions (Cont'd)

28.2.10 N11 will be provided under the following conditions:

a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.

b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

d. Suspension of N11 Service is not allowed.

e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

28. N11 ABBREVIATED DIALING CODES

28.2 Terms and Conditions (Cont'd)

28.2.11 The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.

b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.

c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

28. N11 ABBREVIATED DIALING CODES

28.2 Terms and Conditions (Cont'd)

28.2.12 The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

28.2.13 The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

28.2.14 The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

28.3 Rates

	Nonrecurring Charge
Initial Setup, Per Host Switch and/or Stand Alone Switch	$300.00
Subsequent Changes Per Host Switch and/or Stand Alone Switch	$ 50.00

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

29. VACATION NUMBER RESERVATION

29.1 General

Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.

29.2 Conditions

A. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.

B. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.

C. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

29.3 Rates

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

30. TELECOMMUNICATIONS SERVICES PRIORITY

30.1 Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

30.2 Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

30. TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

30.3 Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

30.4 Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

30. TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

30.5 Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated May 5, 2000 prescribes specific conditions which warrant TSP Treatment and related procedures.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

30. TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

30.6 Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated December 10, 2000.

30.7 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this Local Terms of Service which operate in conjunction with the TSP System.

Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

	Nonrecurring Charge
Per Access Line/Circuit	$15.00

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

30. TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

30.7 Rates and Charges (Cont'd)

Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(1) Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The Telephone Company will adjust its available resources to meet the customer's requested due date.

30.8 Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

	Monthly Rate
Per Access Line/Circuit	$5.00

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

31. RESIDENCE CUSTOMER REFERRAL PROGRAM

31.1 Terms and Conditions

Existing residence customers may be eligible for a one-time $50 bill credit when they submit a referral via the Company's Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, this one-time $50 bill credit will be applied to the referring customer's account within sixty days. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of $600 in referral credits per calendar year.

New residence customers may be eligible for a $10 bill credit for six consecutive months. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, the $10 bill credits will be applied to the referred customer's account during each of the referred customer's first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

32. SATISFACTION GUARANTEE PROGRAM

32.1. General

a. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

Individual Business Line	Key Trunk
PBX Trunk	Centrex

b. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.

c. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.

d. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.

e. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).

f. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

32. SATISFACTION GUARANTEE PROGRAM (Cont'd)

32.2. Limitations

a. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's services required special construction or special configurations.

b. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.

c. Each customer will be entitled to the credit one time per service.

d. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this Local Terms of Service and does not apply to services offered under a separately negotiated contract.

e. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.

PENDING

MISCELLANEOUS SERVICE ARRANGEMENTS

33. COMPETITIVE RESPONSE PROGRAM(S)

33.1. $5/$10 Bill Credit Offer

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a $5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a $5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a $10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a $10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

PENDING

SERVICE CONNECTION CHARGES

1. SERVICE CHARGE FOR CONNECTION, MOVE OR CHANGE OF SERVICE

1.1. General

1.1.1. A service charge consisting of one or more charges specified herein is applicable, as a non-recurring charge, to the ordering, installing, moving, changing, rearranging and furnishing of telephone service. The term "service charge" represents one of the following work functions necessary to perform any of the above listed activities.

1.1.1.A. Service Ordering Charge

(1) Service Ordering Charge - receiving, recording and processing information in connection with a customer request for service or equipment. One Service Ordering Charge is applicable per customer request, per due date, per premises. Where both business and residence service is furnished on the same premises, the "per customer request" treatment is applicable separately for each service. However, when multiple service orders are required for Company reasons, only one Service Ordering Charge applies.

(2) Record Service Ordering Charge is the charge that applies to customer listing activity requested by the customer.

1.1.1.B. Central Office Line Connection Charge - work associated with arranging an exchange line to provide service between the central office and the customer's premise and/or other premises where the service is to be terminated.

1.1.1.C. Number Change Charge - is the charge which applies for a customer originated request for a change of telephone number, PABX or Centrex station number.

1.1.2. The charges specified herein do not contemplate work begun being interrupted by the customer. If the customer interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

PENDING

SERVICE CONNECTION CHARGES

1. SERVICE CHARGE FOR CONNECTION, MOVE OR CHANGE OF SERVICE (Cont'd)

1.1. General (Cont'd)

1.1.3. For active duty members of the United States military and their dependents with valid military ID cards, all service charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company's central office.

1.2. Rates

		Nonrecurring	
		Business	Residence
1.2.1.	Service Ordering Charge	$18.00	$14.00
1.2.2.	Record Type Orders Only	$14.00	$12.00
1.2.3.	Central Office Line Connection Charge	$32.00	$30.00
1.2.4.	Number Change Charge, per number	$12.50*	$10.50*

PENDING

* Applies in addition to applicable Service Ordering Charge.

SERVICE CONNECTION CHARGES

2. PAYMENT OF INSTALLATION CHARGE

2.1. Business

For business customers, non-recurring Service Connection Charges, as specified in this section of the Local Terms of Service, are due in full upon the establishment of service.

2.2 Residential

2.2.1. Single line residential customers may elect to pay these charges in consecutive equal monthly installments over a period of six (6) months at the option of the customer, if the total installation charges exceed one hundred dollars ($100) and if the total installation charges exceed fifty dollars ($50.00) but do not exceed one hundred dollars ($100) the residential customer shall at the option of the customer be billed in equal monthly installments over a period of three (3) months.

2.2.2. The installment payment plan is not available for deposit amounts associated with contributions in aid of construction.

2.2.3. In the event a customer fails to pay any of the installment payment amounts when due, the unpaid balance will be immediately due and payable, and service will be subject to suspension in accordance with the provisions of the Commission's General Service Rules.

2.2.4. Upon termination of the service, all installment payment amounts then outstanding become due.

3. LINK UP

Effective April 1, 2012, Link Up is eliminated pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).

PENDING

CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

1. CONSTRUCTION CHARGES

1.1 General

1.1.1. Construction charges are applicable under certain conditions as hereinafter set forth and are in addition to other charges specified in this Local Terms of Service.

1.1.2. Construction charges are payable upon application for service or when billing is rendered as the Company, at its option, may require, as set forth in an appropriate Extension of Service Agreement.

1.1.3. Construction performed by the applicant, where authorized in this Local Terms of Service, is subject to the approval of the Company.

1.1.4. The word "cost" when used in this section, means the in-plant cost consisting of labor, materials, supervision and other overhead expenses associated with the construction. Estimated cost will be used; however, where the customer requests, actual cost will be used where applicable.

1.1.5. Except as otherwise provided herein, the regulations in this Local Terms of Service contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.

1.1.6. When an applicant is so located that it is necessary to use private right-of-way to furnish service, the applicant is responsible for obtaining the required right-of-way. The Company may provide assistance to the applicant, but the Company is under no obligation to do so and the ultimate responsibility for procuring the right-of-way is that of the applicant.

PENDING

CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

1. CONSTRUCTION CHARGES (Cont'd)

1.2. Construction on Public Highways or Other Easements

1.2.1. Pole Line Construction

1.2.1.A. No construction charge is applicable for the provision of new pole line construction on public highways or other easements within the base rate area, or outside the base rate area when such pole line is to be used in serving customers in general.

1.2.1.B. Except as provided above, when an applicant for service is located outside the base rate area in territory where new pole line construction is required, and the cost of construction is expected to exceed seven (7) times the anticipated annual local exchange revenues, the Company will provide new pole line construction by the following method.

(1) The customer shall pay the Company the cost of construction in excess of seven (7) times the anticipated annual local exchange revenue. The maximum line extension constructed at no cost to the customer will be calculated pursuant to this formula. Construction charges applicable to two or more applicants will be computed individually from the starting point of the new construction project to each respective location less the allowance. Ownership and maintenance of the facilities so constructed will be vested in the Company.

1.2.1.C. Where poles are provided under paragraph 1.2.1.A. above, the Company will furnish and maintain the necessary circuits. Where poles are provided under paragraph 1.2.1.B.(1) above, the Company will furnish and maintain the necessary circuits but the customer shall be required to bear all or part of the construction costs that exceed seven (7) times the anticipated annual local exchange revenue.

1.2.1.D. Buried Construction

Where buried construction is furnished instead of pole line construction, at the expressed desire of the applicant, the principles specified elsewhere in this section are applicable.

PENDING

CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

1. CONSTRUCTION CHARGES (Cont'd)

1.3. Construction on Private Property

1.3.1. Pole Line or Underground/Buried Construction

1.3.1.A. No construction charge is made for the provision of new pole line construction on private property, either within or without the base rate area, when such pole line is to be used in serving customers in general. Ownership and maintenance of such poles is vested in the company.

1.3.1.B. Except as provided in 1.3.1.A. foregoing and 1.3.1.C. following, poles and associated materials on private property will, except when not for customers in general, be furnished by the Company at charges to the customer(s) for all construction costs in excess or seven (7) times the annual anticipated local exchange revenue. Ownership and maintenance of the pole line is vested in the Company.

1.3.1.C. Where for the purpose of furnishing extension lines, it is necessary to lay underground conduit, to trench, to set poles on the customer's premises, the customer is required to provide and install such underground conduit, to dig and backfill trenches, and to provide and erect such poles or the Company will perform the work at the customer's expense. Where the work is performed by the customer, it must be in accordance with the specifications of the Company. In such situations, conduit, trenching, poles or other supporting structure required for central office circuits will be furnished by or at the expense of the customer. Thus, ownership and maintenance of all supporting structure on private property is vested in the customer.

1.4. Buried Construction

Where buried construction is furnished instead of pole line construction, at the expressed desire of the applicant, the principles specified in Section 2 following are also applicable.

1.5. Underground Service Entrances

Underground service entrances may be provided at the customer's request as specified in Subsections 2.4., 2.5., and/or 2.6. following in this section.

PENDING

CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

1. CONSTRUCTION CHARGES (Cont'd)

1.6. Special Type of Construction

When a special type of construction other than those preceding is desired by a customer or where the individual requirements of a particular situation make the construction unusually expensive, the customer is required to bear the excess cost of such construction. Any special maintenance expense that may from time to time occur will be borne by the customer except that maintenance of buried service wire, including associated trenching where required, will be at the expense of the Company.

1.7. Rearrangements of Existing Plant

When the Company is requested to move or change existing plant for which no specific charge is quoted in this Local Terms of Service, the person at whose request such move or change is made may be required to bear the costs incurred.

1.8. Construction Required for Temporary Service

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the customer will be required to bear all or a portion of the cost of such construction.

PENDING

CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

1. CONSTRUCTION CHARGES (Cont'd)

1.9. Extension of Telephone Service to Real Estate Subdivision

1.9.1. In lieu of extensions of telephone service pursuant to the Arkansas Public Service Commission's General Service Rules and Special Rules - Telecommunications, the Company may require a Developer desiring an extension to a prospective real estate subdivision to post a Surety Bond or make a cash deposit (at the option of the Developer) equal to the estimated total costs of the project, before construction of the extension is commenced. Total cost of construction shall not include drops to customers off the telephone distribution facilities. For purposes of this Local Terms of Service, a subdivision is defined as a project consisting of five (5) or more lots. In the event the Developer chooses to post a Surety Bond there shall be added to the principal amount of the Surety Bond, an amount equal to the most recent average embedded debt cost of the Telephone Company on file with the Arkansas Public Service Commission. At least annually for a period of five (5) years, the Telephone Company shall give the Developer a credit equal to the percentage which the number of installations made in said twelve (12) month period bears to seventy-five percent (75%) of the total number of installations contemplated by the Developer and Telephone Company for the completed subdivision. The credit referred to herein in the case of a deposit shall be returned to the Developer annually; with respect to a Surety Bond posted by the Developer, the credit shall be in form of an annual reduction of the face amount of the Surety Bond posted. Upon the Developer receiving the applicable credit for each installation as set forth herein, the Telephone Company shall release or cause to be released the obligation of the Developer and the Surety, if a Surety Bond was posted; provided, however, if within five (5) years from the date of the Surety Bond or cash deposit, the proposed development area has not been developed in a sufficient amount for the Developer to receive credit for the total cost of extension to the development as agreed upon, then the Developer shall be obligated to pay to the Telephone Company the total construction costs reduced by all credits previously allowed. In the event that said amount is not paid within sixty (60) days of the date due, and a Surety Bond has been posted, the Telephone Company may declare a default and shall have the right to call upon the Surety for payment of the remaining unpaid amount due.

PENDING

CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

2. UNDERGROUND/BURIED INSTALLATION PLAN

2.1. Application

The Company will install, own and maintain underground/buried facilities in accordance with the terms specified in Subsections 2.2., 2.4., 2.5., and 2.6., whichever is applicable. At the Company's option, certain areas, due to rock or other obstruction may be omitted for underground/buried installation.

2.2. General

2.2.1. All prices for underground/buried telephone facilities are based on joint planning and joint use of trenches (where feasible) with other utilities. Where contracts are made and other utilities are already in place, the telephone company reserves the right to charge the difference in estimated cost of aerial and underground/buried for establishing cost to the owner for underground/buried facilities. It will be the responsibility of the developer to provide satisfactory assurance of imminent demand for service; otherwise, a contribution to construction may be required by the company to protect the general body of rate payers.

2.2.2. No construction charge is applicable for the provision of underground/buried facilities, within the base rate area, or outside the base rate area, when such facilities are to be used in serving customers in general.

2.2.3. Except as provided above, where the applicant for service is located outside the base rate area, underground/buried facilities will be furnished by the Company at charges to the customer(s) for all construction costs in excess of seven (7) times the annual anticipated local exchange revenue.

2.2.4. The material and labor forces necessary to build underground/buried telephone facilities are seldom immediately available, therefore, it is imperative that the maximum advanced request for underground/buried facilities be made. This advance notice is also necessary for joint engineering and construction coordination with other utilities.

PENDING

CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

2. UNDERGROUND/BURIED INSTALLATION PLAN (Cont'd)

2.3. Underground/Buried Feeder and Distribution Facilities for New Residential Subdivision and Mobile Home Parks

2.3.1. Developments must be divided into established and defined lots with plat plans showing dimensions. In large subdivisions, fifty lots or more, the subdivision may be divided into sections of approximately twenty-five lots for the installation of underground/buried facilities.

2.3.1.A. The development of the subdivision will be carried out in an orderly and progressive manner, section by section, and coordinated with the installation of underground/buried telephone facilities to permit unimpeded access of the Company's equipment to the installation sites; to allow installation of underground/buried facilities at the proper depth and before streets, curbs, and other obstructions are installed; and to eliminate dig-ins to the underground/buried telephone facilities after installation.

2.3.1.B. The property owner (developer) shall make restrictive covenants binding upon the development and the future owners thereof which require accessibility to all strips in which underground service is located for operation, maintenance, or replacement of facilities.

2.3.1.C. A contract may be executed to provide this agreement.

PENDING

CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

2. UNDERGROUND/BURIED INSTALLATION PLAN (Cont'd)

2.4. Buried Drop Wires from Overhead or Buried Distribution System

2.4.1. New customers not included in subdivision underground/buried contracts will be provided service by normal construction procedures. Where aerial service would be normal, buried service will be provided upon the customer's request and a payment to the Company for any excess cost it may incur in meeting the customer's request. In all cases where buried service is being provided and rock or other abnormal conditions are encountered, the customer or property owner will pay an additional charge equal to the added cost or construction for dealing with the rock or other abnormal conditions encountered. In the event the service lateral is to be located beneath a sidewalk, driveway, parking lot, patio, and/or beneath paved areas used for such purposes, the property owner shall provide two inch conduit (or larger) in these areas.

2.4.2. Service to customers now being served from useful overhead service will be changed to buried service upon the customer's request and payment to the Company for any excess cost it may incur in meeting the customer's request, and under the terms as outlined in Paragraph 2.4.1. above.

2.5. Underground/Buried Service Entrance to Commercial Buildings, Industrial Buildings, Schools, Multi-Family Dwellings, and Other Units not Specifically Covered in this Paragraph.

2.5.1. The Company will do the necessary excavating, trenching, and backfilling and install the telephone wires or cable and related facilities, subject to the terms in Subsection 2.2. of this Local Terms of Service.

2.5.2. Cost to the owner, if any, will be calculated by the Company based on conditions encountered during construction.

2.6. Underground Services Supplied from Underground Conduit Systems Located in Municipal Streets and Alleys

Where service is supplied from existing conduit systems, the property owner or customer shall make arrangements with the Company before installation of any underground conduit from the building to the point in connection with the telephone underground system.

PENDING

CONSTRUCTION CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

3. CHARGES FOR UNUSUAL INSTALLATIONS

3.1. Special Type of Installation

When a special type of installation is desired by a customer or where the individual requirements of a particular situation make the installation unusually expensive, the customer is required to bear the excess cost of such installation over the charges normally applied under the section dealing with Service Connection Charges.

3.2. Temporary Installation

When an installation is required for temporary service and there is no immediate prospect of reusing the plant provided, the customer may be required to bear all or a portion of the cost of such installation.

PENDING

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

1. GENERAL

1.1. Customer-provided circuitry and terminal equipment may be connected at the customer's premises to facilities furnished by the Company for use with individual line exchange service in compliance with Part 68, Subpart B of the Federal Communication Commission Rules and Regulations.

1.2. The General Terms and Conditions section of this Local Terms of Service, as well as the Rules adopted by the Commission, also apply when the customer elects to provide his own equipment.

2. RESPONSIBILITY OF CUSTOMER

2.1. An access-line customer must subscribe to, and be capable of providing operation for, sufficient quantities of access lines to provide adequate access to his customer-provided equipment in accordance with accepted communications industry standards.

2.2. Upon notification from the Company that the customer-provided equipment is causing or is likely to cause harm to any person or the system, or that such equipment is causing or likely to cause interference with the system, the customer shall make such change as is necessary to remove such harm or interference. Failure to make such change will result in suspension of service in accordance with Rule 6.01 and 6.04 of the Commission's General Service Rules until such change is completed to the satisfaction of the Company. Any connection of equipment by a customer to the facilities of the Company that is not made in accordance with the standards set forth in the most current issue of the American National Standard Institute's National Electrical Safety Code and/or the National Electrical Code shall be deemed likely to cause harm.

PENDING

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

3. CUSTOMER-INSTALLED PREMISE WIRE

3.1. Premise inside wire and jacks associated with residence and business line exchange access service will be provided by the customer.

3.2. Premises inside wire provided by the customer is connected to exchange access service at the protector or the standard network interface as such devices are commonly known within the industry.

3.3. The protector or standard network interface is provided as part of the exchange access service provided by the Company at no additional monthly rate and will be installed at a location determined by the Company which is accessible to the customer.

3.4. The customer assumes the risk of loss of service, damage to property or death to or injury to the customer or anyone acting on behalf of the customer when the customer provides, maintains, or attempts to provide or maintain inside wire.

3.5. The Company will promptly notify the customer when the service difficulty or trouble results from customer-provided inside wire or jacks.

PENDING

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

4. RESPONSIBILITY OF THE COMPANY

4.1. The Company is responsible for providing telecommunication service that complies with standards of service set forth in the Commission's Special Rules-Telecommunications and the Commission's General Service Rules. The Company is not required, and does not warrant or guarantee, that any or all types of customer-provided equipment is compatible and/or will operate or properly function on the Company's facilities. It shall be the sole responsibility of the customer to insure that customer-provided equipment is compatible with the Company's facilities that provide service to the customer, and the utility shall not be responsible for any loss or damage due to or caused by the failure of customer-provided equipment to function on the Company's facilities.

4.2. The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-provided equipment obsolete or otherwise affect its use or performance.

4.3. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems or equipment.

5. CONNECTION TO COMPANY FACILITIES VIA PROTECTIVE CIRCUITRY

5.1. Customer-Provided terminal equipment not conforming with Part 68 of the Federal Communications Commission Rules and Regulations may be connected to Company facilities for telecommunication service via protective circuitry provided by the Company. The charges for such protective circuitry will be based upon costs, including a return, and will be subject to approval by the Arkansas Public Service Commission.

5.2. The utility shall not be responsible for the through transmission of signals by customer-provided equipment or systems or for the quality of, or defects in such transmission, or the reception of signals by customer-provided equipment or systems.

PENDING

CONCURRENCES

1. MESSAGE TOLL TELEPHONE SERVICE ("MTS")

1.1. Rates

The Company concurs in CenturyTel of Mountain Home, Inc.'s Long Distance Message Telecommunications Service Tariff, together with amendments and successive issues, for the purpose of providing intrastate intra-LATA message toll telephone service within the Company's service area within the State of Arkansas.

2. INTEREXCHANGE PRIVATE LINE SERVICE

2.1. Rates

The Company concurs in the private line service tariff of Southwestern Bell Telephone Company, together with amendments and successive issues, for the purpose of providing private line services and channels between the Company's service area and other areas within the Arkansas intrastate intraLATA jurisdiction.

4. INTRASTATE ACCESS

4.1. Rates

Century Telephone of Northwest Louisiana, Inc. concurs in the standard rules and regulations governing carrier access service as filed by the Century Telephone of Evangeline, Inc., together with any amendments or successive issues thereof. Century Telephone of Northwest Louisiana, Inc. hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of Century Telephone of Northwest Louisiana, Inc. subject to the jurisdiction of the Louisiana Public Service Commission and the approval of the Arkansas Public Service Commission as it applies.

PENDING

FOREIGN EXCHANGE SERVICE

1. GENERAL REGULATIONS

1.1. Foreign exchange service is exchange service furnished to a customer from a central office of an exchange other than the one that normally serves the area in which the customer is located.

1.2. For the purpose of this Local Terms of Service, the term, "Foreign Exchange" shall mean the exchange from which foreign exchange service is furnished. The term, "Normal Exchange" shall mean the exchange normally serving the area in which the customer's premises is located. The term "Interexchange Channel" designates that portion of the foreign exchange service circuit which is provided between the toll rate centers of the foreign and normal exchanges.

1.3. Foreign exchange service does not come within the Company's general undertaking nor does the Company obligate itself to furnish such service generally; but will do so at its option where facilities of such a character are available as will permit satisfactory telephone transmission, and where the service is warranted by the circumstances involved.

1.4. Foreign exchange service will be furnished only when both the normal and foreign exchange are located within this State.

1.5. Where the normal exchange is operated by the Company, foreign exchange service is furnished only on the condition that the applicant is a customer to individual line business service, or private branch exchange service, in the normal exchange, and at the same location where such service is proposed to be installed. Under this condition when a foreign exchange service customer discontinues normal exchange service, the normal exchange shall immediately notify such foreign exchange customer and foreign exchange business office that the foreign exchange service may be discontinued ten (10) days thereafter.

PENDING

FOREIGN EXCHANGE SERVICE

1. GENERAL REGULATIONS (Cont'd)

1.6. Where the foreign exchange is operated by another telephone company, foreign exchange service will be provided only when satisfactory arrangements can be negotiated with such company to furnish a portion of the necessary facilities.

1.7. Foreign exchange service will be furnished at the rates contained in this Local Terms of Service section, provided the necessary facilities and equipment are available. Where the facilities and/or equipment are not available, and extraordinary facility costs, equipment costs, special operating expenses and/or special considerations are incurred in making such service available, the customer may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.

1.8. The use of the service is limited to the customer and his employees. If any such customer to this service is found to be transferring or transmitting messages for parties other than authorized above in the normal exchange area, such customer and foreign exchange business office shall be notified that the practice must be discontinued or the foreign exchange service may be terminated ten (10) days after the date of such notice.

1.9. Mileage Measurements

Interexchange mileage is the V and H Coordinate Miles between the toll rate centers of the two exchanges involved. For that portion of the interexchange channel facilities furnished by another telephone company between toll rate centers of the two exchanges involved, the interexchange channel facility mileage charges of such company will apply.

PENDING

FOREIGN EXCHANGE SERVICE

2. RATES

2.1. The basic rate for foreign exchange service is the established monthly service rate for the class of service provided in the serving exchange.

2.2. The local loop provided by this company will be provided for under "Circuit Rental" found in Section 6 of this Local Terms of Service.

2.3. The service and installation charges of the serving exchange are applicable.

2.4. Where all or a portion of the interexchange channel facilities are furnished by this Telephone Company, a mileage charge per quarter mile (or fraction thereof), per month, will apply for each circuit, measured in route miles between the terminal points of this Company's interexchange channel facilities, as approved for this service, in the connecting company's tariffs. This Company concurs in such rates and charges as specified in Section 10 of this Local Terms of Service.

2.5. Where all or a portion of the interexchange channel facilities are furnished by another telephone company, charges shall apply to such interexchange channel facilities as specified in the regulation of such participating company, for the portion of the interexchange channel provided.

2.6. Where special equipment is required for satisfactory transmission and/or signaling on the foreign exchange circuit, such equipment will be provided at a monthly rate based on the costs involved. All rates are subject to approval by the Arkansas Public Service Commission.

2.7. The rates in this section are applicable regardless of the routing method used.

PENDING

THIS SECTION IS RESERVED FOR FUTURE USE

PENDING

CHARGES RELATED TO CUSTOMER ACTIVITY

1. APPLICABLE SERVICE AREA

To all customers taking telephone service under the Company's rate schedules as they are now or as they may in the future be filed and approved by the Arkansas Public Service Commission.

2. CUSTOMER ACCOUNT RECORD STATEMENT

The Company will charge a fee of five dollars ($5.00) per monthly statement when a customer or any authorized party requests a statement of the customer's account record as described by the Commission's General Service Rules.

3. DEPOSIT FROM APPLICANT

Under certain conditions, the Company may require a deposit from an applicant pursuant to the provisions of the Commission's General Service Rules.

4. DEPOSIT FROM CUSTOMER

4.1. Under certain conditions, the Company may require a new deposit or an increase in the amount of a deposit from a customer pursuant to the provisions of the Commission's General Service Rules.

4.2. When the Company charges a new or additional deposit, the total amount on deposit at any time shall not be more than the total of the customer's two highest bills during the last twelve (12) months, except in instances of unauthorized use, tampering, or bankruptcy.

PENDING

CHARGES RELATED TO CUSTOMER ACTIVITY

5. DEPOSIT DUE TO BANKRUPTCY

In accordance with the United States Bankruptcy Code, U.S.C.A. Title 11 § 366, the Company may require an applicant or customer to furnish adequate assurance of payment in the form of a deposit or other security. For customers, this deposit may be in addition to all other deposits posted with the Company before the bankruptcy filing.

6. RETURNED CHECK CHARGE

The Company will charge a returned check fee of ten dollars ($10.00) when a customer pays by check and the check is returned to the Company for any reason other than bank error.

7. COLLECTION FEE

The Company will charge a fee of twenty dollars ($20.00) when the last day to pay, as printed on the most recent shut-off notice, has passed and a Company employee either accepts payment at the premises or visits the premises at the customer's request to collect, pursuant to the Commission's General Service Rules.

8. LATE PAY CHARGE

Bills not paid within the first twenty-two (22) calendar days after the date the bill is mailed will be subject to a Late Pay Charge. The amount of the Late Pay Charge shall be the greater of 4% or $7 on the entire unpaid balance.

PENDING

CHARGES RELATED TO CUSTOMER ACTIVITY

9. RECONNECTION FEE

9.1. Customer's service may be suspended for failure of the customer to pay charges for toll and/or local service.

9.2. Service will be reconnected upon payment of all past-due charges and a charge for reconnection will be made. Service will be connected in accordance with the General Service Rules.

9.3. If service is not reconnected within 7 days after suspension for nonpayment, the account may be terminated by the Telephone Company without further notice to the customer.

9.4 Rates

9.4.1. Reconnect existing service, each account, provided equipment is utilized without change in type or location.

9.4.1.1. Private Lines - a reconnection charge of a Service Ordering Charge and a Central Office Line Connection Charge will apply.

9.4.1.2. Party Lines - a reconnection charge of a Service Ordering Charge, Premise Visit Charge and Central Office Line Connection Charge will apply. Reference Section 7 (1.2.1, 1.2.2, and 1.2.3).

PENDING

CHARGES RELATED TO CUSTOMER ACTIVITY

10. INTEREST CHARGE ON DELAYED PAYMENT AGREEMENTS

The Company may charge interest on delayed payment agreements equal to the interest rate set by the Commission annually for customer deposits.

11. MAINTENANCE OF SERVICE CHARGE (a.k.a. Trouble Isolation Charge) (1)

Charges

- 1st 15-minute increment or fraction thereof	$28.00
- Each additional 15-minute increment or fraction thereof	$ 8.00

12. COPY OF BILL

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

A nonrecurring charge applies for each printed copy furnished. The customer shall be informed of the charge at the time of the request.

	Residence	Business
Charge per copy	$4.00	$7.00

PENDING

(1) Maintenance of Service Charges (a.k.a. Trouble Isolation Charges) for individual business and residence lines/trunks will not exceed $85.00 per service call.

CHARGES RELATED TO CUSTOMER ACTIVITY

13. CONVENIENCE FEE CHARGE

A Convenience Fee Charge will apply to residential and business customers for one-time payments made with the assistance of a live customer representative using a debit card, a credit card or an electronic funds transfer. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to customers who are enrolled in automatic payment plans, who pay their bill by mail, who use the automatic voice response unit, who use their financial institution's bill payment service, or who pay their bills online at the Company's website.

	Nonrecurring Charge
Convenience Fee Charge, per occasion, utilizing a live customer representative	$4.00

PENDING

DIGITAL CENTREX SERVICE

1. GENERAL

1.1. Centrex is a Central Office-based, flat rate, business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business/residence customer's lines into a single telecommunications system.

1.2. Centrex is a local exchange telecommunications service provided from the Telephone Company Central Offices where suitable facilities and features permit.

1.3. Centrex permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through an attendant console.

1.4. All Centrex station lines will be equipped with the standard features as set forth in 2.1.1., and Touchtone Service. Additional optional features may also be selected and generally result in additional charges as specified in paragraph 2.3.1.

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES

2.1. Centrex Line Rates

2.1.1. The monthly rates for Centrex lines specified in paragraph 2.1.2. below in this section include the following standard features:

2.1.1.A. Business Group Automatic Identified Outward Dialing
2.1.1.B. Call Forward Busy Line
2.1.1.C. Call Forward Don't Answer
2.1.1.D. Call Forward Variable
2.1.1.E. Call Forwarding Incoming Only
2.1.1.F. Call Forwarding Within Group Only
2.1.1.G. Call Forwarding Distinctive Ringing
2.1.1.H. Call Hold
2.1.1.I. Call Park
2.1.1.J. Call Pickup
2.1.1.K. Call Transfer
2.1.1.L. Direct Inward Dialing
2.1.1.M. Direct Outward Dialing
2.1.1.N. Distinctive Alerting
2.1.1.O. DTMF Signaling
2.1.1.P. Fully-Restricted Line
2.1.1.Q. Hunting
(1) Regular Hunting
(2) Circle Hunting
(3) Preferential Hunting
(4) Series Completion
2.1.1.R. Intercom Dialing
2.1.1.S. Message Waiting from Message Desk
2.1.1.T. Semi-Restricted Line
2.1.1.U. Speed Call 8
2.1.1.V. Standard Dialing Plan
2.1.1.W. Three-Way Calling
2.1.1.X. Toll Restriction

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.1. Centrex Line Rates (Cont'd)

2.1.2. Centrex lines that terminate in key system common equipment or other CPE that performs pooling or switching functions must be provided in a "squared" arrangement in order to retain Centrex rates as specified in this Local Terms of Service. A "squared" arrangement is one in which the number of Centrex lines equals the number of stations/lines served by the CPE common equipment and/or switching equipment. If the number of stations served by the CPE common equipment and/or switching equipment exceed the number of Centrex lines, the Centrex lines will be rated at the appropriate Key Trunkor PBX Trunk rates plus $6.00 per trunk for the additional Centrex functionality.

2.1.3. The following per-line business rates and charges apply for contract periods ranging from month-to-month to 60 months. Residence rates are only offered on a per line monthly basis. The customer is required to pay for the number of months in the service period selected:

RATE SCHEDULE
FOR THE EXCHANGE OF: SPRINGHILL

Business Rate Per Line

Number of Lines	Monthly Rate	24 Months	36 Months	48 Months	60 Months
2 - 3	$30.10	$28.30	$23.80	$22.25	$21.05
4 - 6	$28.90	$27.15	$22.85	$21.40	$20.25
7 - 10	$24.40	$22.90	$19.25	$18.05	$17.05
11 - 20	$22.25	$20.95	$17.60	$16.50	$15.60

Over 20 - Telecommunications Utility Individual Contract which are subject to approval by the Arkansas Public Service Commission.

Residence Line Rate

Number of Lines	Monthly Rate
2 - 6	$18.75

Over 6 - Telecommunications Utility Individual Contract which are subject to approval by the Arkansas Public Service Commission.

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.2. End User Common Line Charge (EUCL)

The Federal Communications Commission (FCC) End User Common Line Charge (EUCL) will be assessed based upon the total number of Centrex lines to which the customer subscribes. This amount will be collected by the Telephone Company and forwarded to the National Exchange Carrier Association (NECA).

2.3. Individual Station Features

2.3.1. Chargeable Individual Station Features

The following features may be activated on an individual per line basis dependent on the customer's requirements.

The monthly rates shown below apply to the following individual station features:

		Rate Per Feature
2.3.1.A.	Call Waiting/Cancel Call Waiting	$0.50
2.3.1.B.	Direct Connect Service	
	(1) Manual Line Service	0.50
	(2) Warm Line	0.50
2.3.1.C.	Directed Call Park	0.50
2.3.1.D.	Directed Call Pick-Up	0.50
2.3.1.E.	Do Not Disturb	0.50
2.3.1.F.	Night Service	0.50
2.3.1.G.	Speed Calling 30	0.50
2.3.1.H.	Voice/Data Protection	0.50
2.3.1.I.	Wake Up Service	0.50
Discounts		
Three to four features per line/station		0.40
Five or more features per line/station		0.30

2.3.2. Additional and Changes to Individual Station Features

	Nonrecurring Charge
Feature Additions/Changes Per Station	$8.00

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.4. Individual System Features

		Monthly Rate	24 Months	36 Months	48 Months	60 Months
2.4.1.	Meet-Me Conference 6	$30.00	$25.00	$20.00	$15.00	$10.00
2.4.2.	Station Controlled Conference 6	$30.00	$25.00	$20.00	$15.00	$10.00
2.4.3.	Meet-Me Conference 30	$60.00	$50.00	$40.00	$30.00	$20.00
2.4.4.	Station Controlled Conference 30	$60.00	$50.00	$40.00	$30.00	$20.00
2.4.5.	DISA	$12.00	$10.00	$ 9.50	$ 9.00	$ 8.50
2.4.6.	SMDI	$125.00	$110.00	$105.00	$100.00	$90.00
2.4.7.	Customer Data Change	$370.00	$320.00	$270.00	$220.00	$170.00
2.4.8.	Customized Dialing Plan	N/A	N/A	N/A	N/A	N/A
2.4.9.	Authorization Codes	$ 2.00	$ 2.00	$ 2.00	$ 2.00	$ 2.00
2.4.10.	Trunk Answer Any Station	$ 1.55	N/A	N/A	N/A	N/A
2.4.11.	Night Service	$ 1.55	N/A	N/A	N/A	N/A
2.4.12.	Do Not Disturb Hospital	$50.00	$40.00	$30.00	$20.00	$10.00
2.4.13	Network Speed Calling per 100 Number list	$30.00	$25.00	$20.00	$15.00	$10.00

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.4. Individual System Features (Cont'd)

	Nonrecurring Charge
Meet-Me Conference 6	$ 50.00
Station Controlled Conference 6	50.00
Meet-Me Conference 30	50.00
Station Controlled Conference 30	50.00
DISA	60.00
SMDI (Simplified Message Desk Interface)	170.00
Customer Data Change	200.00
Customized Dialing Plan	80.00
Authorization Codes, per group of 20 codes	60.00
Trunk Answer Any Station	50.00
Night Service	60.00
Do Not Disturb Hospital	50.00
Network Speed Calling, per 100 Number list	50.00

PENDING

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.4. Individual System Features (Cont'd)

2.4.14. Optional System Features and Feature Packages

2.4.14.A. Automatic Route Selection - Basic Feature Packages

This feature package is designated to enable more economical and efficient utilization of a customer's trunk facilities by providing the following features.

(1) Automatic Route Selection
(2) Call-Back Queuing
(3) Call-Back Queuing Enhanced
(4) Expensive Route Warning Tone
(5) Off-Hook Queuing
(6) Off-Hook Queuing Enhanced

	Monthly Rate	24 Months	36 Months	48 Months	60 Months
Automatic Route Selection	$30.00	$25.00	$20.00	$15.00	$10.00

	Nonrecurring Charge
Automatic Route Selection	$200.00

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.4. Individual System Features (Cont'd)

2.4.15. Individual Optional Automatic Route Selection (ARS) Features

These features are individual optional ARS features that build on ARS-Basic.

2.4.15.1. Time-of-Day Routing
2.4.15.2. Time-of-Day Network Class-Of-Service (NCOS) Routing
2.4.15.3. International Direct Distance Dialing Via ARS

	Monthly Rate	24 Months	36 Months	48 Months	60 Months
Time of Day Routing	$10.00	$ 9.00	$ 8.00	$ 7.00	$ 6.00
Time of Day NCOS Routing	$10.00	$ 9.00	$ 8.00	$ 7.00	$ 6.00
International Direct Dialing Via ARS	$10.00	$ 9.00	$ 8.00	$ 7.00	$ 6.00

	Nonrecurring Charge
Time of Day Routing	$100.00
Time of Day NCOS Routing	$100.00
International Direct Distance Via ARS	$100.00

PENDING

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.5. Features Associated With Groups of Lines

2.5.1. Code Restriction Features

2.5.1.A.	Code Restriction	$ 4.50 per month
2.5.1.B.	Outgoing Call Screening	
	Per List	4.50 per month
	Per Line Using List	0.50 per month
	Changes to Toll/Code/ Outgoing Call Screening Lists	12.00 Nonrecurring

2.5.2. Special Intercept Announcement

Standard Announcement	24.00 per month
Customer Worded Announcement	96.00 per month
Announcement Trunk	24.00 per month
Changes to Customer Worded Announcement	60.00 Nonrecurring

2.5.3. Paging Access

Per Paging Circuit	20.00 per month

2.5.4. Music on Hold Access

Per Connection	20.00 per month

2.5.5. Additional Directory Number

Per Number	5.00 per month

PENDING

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.6. Enhanced Hunting Service

2.6.1. Uniformed Call Distribution (UCD)

2.6.1.A. Per UCD Group
2.6.1.B. Per Station

	Monthly Rate	24 Months	36 Months	48 Months	60 Months
Per UCD Group	N/A	N/A	N/A	N/A	N/A
Per Station	$ 7.00	$ 6.00	$ 5.00	$ 4.00	$ 3.00

	Nonrecurring Charges
Per UCD Group	$120.00

2.6.2. Changes to Hunting Group Arrangements/Patterns

Additional Lines/Change Hunting Order	$12.00 Nonrecurring

2.6.3. Hunt Group Options

2.6.3.A. Queuing for Hunt Group	
per group of 10 queue slots	$20.00 per month
2.6.3.B. Delay Announcements for Queued Calls	
Standard Announcement	$24.00 per month
Customer Worded Announcement	$96.00 per month
Announcement Trunk	$24.00 per month
Changes to Customer Worded Announcement	$25.00 Nonrecurring

	Nonrecurring Charges
2.6.3.C. Stop Hunt/Make Busy	
Access Code Activation	$0.50 per month
Key/Switch Activation	6.50 per month

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.7. Facility Termination Charges

		Monthly Rate
2.7.1.	Tie Line Termination Charges	$20.00
2.7.2.	T1 Termination Charges, per channel	20.00
2.7.3.	OPX Termination Charges, per OPX	20.00
2.7.4.	FX Termination Charges, per FX	20.00
2.7.5.	WATS Termination Charges, per line	20.00 *
2.7.6.	Wats Simulated Facility Group Arrangements Each OutWATS Simulated Facility w/Facility Group Automatic Flexible Routing/Overflow Hunting Arrangement	20.00 *
2.7.7.	Rearrangements and Changes to Simulated Facilities and Routing Patterns	20.00

		Nonrecurring Charge
2.7.8.	Tie Line Termination Charges	$10.00
2.7.9.	T1 Termination Charges, per channel	5.00
2.7.10.	OPX Termination Charges, per OPX	10.00
2.7.11.	FX Termination Charges, per FX	10.00
2.7.12.	WATS Termination Charges, per line	10.00
2.7.13.	Wats Simulated Facility Group Arrangements Each OutWATS Simulated Facility w/Facility Group Automatic Flexible Routing/Overflow Hunting Arrangement	$30.00*
2.7.14.	Rearrangements and Changes to Simulated Facilities and Routing Patterns	$24.00

PENDING

* Normal OutWATS rates (measured time or full business day) will be charged for OutWATS calls.

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.8. Business Set Feature Packages

This feature package, in conjunction with Electronic Business Sets (EBS), provides for single-key access to the following list of standard and advanced Centrex features:

2.8.1. Business Set Interface Package
- 2.8.1.A. Auto Answer Back
- 2.8.1.B. Automatic Dial
- 2.8.1.C. Automatic Line
- 2.8.1.D. Automatic Line and Multiple Appearance Directory Number
- 2.8.1.E. Busy Override
- 2.8.1.F. Call-Back Queuing
- 2.8.1.G. Call Forward
- 2.8.1.H. Call Park
- 2.8.1.I. Call Park Recall Identification
- 2.8.1.J. Call Pickup

PENDING

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.8. Business Set Feature Packages (Cont'd)

2.8.1. Business Set Interface Package (Cont'd)

2.8.1.K. Call Waiting
2.8.1.L. Call Waiting - Originating for Business Sets
2.8.1.M. Dial Call Waiting for Business Sets
2.8.1.N. Enhanced MADN Call Control
2.8.1.O. Feature Code Access
2.8.1.P. Group Intercom
2.8.1.Q. Group Intercom All Call
2.8.1.R. Held Calls
2.8.1.S. Individual Business Lines
2.8.1.T. Individual Page from Group Intercom
2.8.1.U. Intercom
2.8.1.V. Last Number Redial Associated with Set
2.8.1.W. Listen on Hold
2.8.1.X. MADN and Conference Interaction
2.8.1.Y. MADN Cut-off on Discounts
2.8.1.Z. Make Set Busy
2.8.1.AA. Make Set Busy Except Group Intercom
2.8.1.BB. Message Waiting from Message Desk
2.8.1.CC. Multiple Appearance Directory Number (MADN)
2.8.1.DD. On-Hook Dialing
2.8.1.EE. Originating/Terminating Line Select
2.8.1.FF. Privacy Release Conference Ctrl Repeat Alert for EBS
2.8.1.GG. Ring Again
2.8.1.HH. Ring Again on Idle EBS
2.8.1.II. Short Hunt
2.8.1.JJ. Six-Port Conference
2.8.1.KK. Speed Calling
2.8.1.LL. Three-Way Calling/Call Transfer

PENDING

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.8. Business Set Feature Packages (Cont'd)

2.8.2. Business Set Display Feature Package

This feature package, in conjunction with Electronic Business Sets (EBS) with display, provides the following advanced Centrex Features:

2.8.2.A. Automatic Inspect Mode
2.8.2.B. Business Set Inspect Key
2.8.2.C. Call Forward/Automatic Dial Display
2.8.2.D. Call Forward Reason Display
2.8.2.E. Display Called Number
2.8.2.F. Display Calling Number
2.8.2.G. Enhanced Business Set Reason Display
2.8.2.H. Executive Message Waiting
2.8.2.I. Feature Display
2.8.2.J. Query Time Key

2.8.3. Business Set as a Mini Console Feature Package

This Feature Package, in conjunction with an Electronic Business Set (EBS) with display and optional add-on units, enables an EBS to function as a mini console with the following attendant features:

2.8.3.A. Direct Station Selection
2.8.3.B. Busy Lamp Field
2.8.3.C. Station Camp-on
2.8.3.D. Fast Transfer
2.8.3.E. Electronic Business Set as a Message Center

PENDING

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.8. Business Set Feature Packages (Cont'd)

2.8.4. Business Set Interactive Display

This feature package enables Electron Business Sets customers to add, delete and change certain Centrex or EBS features.

2.8.4.A. Instant Change Order
2.8.4.B. Interactive Display Service Order
2.8.4.C. MBS Power Feature - Name Programming
2.8.4.D. Added Power Feature Enhancement

2.8.5. Rates and Charges

The following per line business rates and charges apply for contract periods ranging from month-to-month to 60 months.

Business Set Feature Packages (FP)	Monthly Rate	24 Months	36 Months	48 Months	60 Months
Business Set FP	$2.50	$2.00	$1.75	$1.50	$1.25
Display Feature Pkg.	0.75	0.50	0.40	0.30	0.20
Mini-Console FP	7.00	6.00	5.50	5.00	4.50
Interactive Display Package	20.00	17.50	15.00	12.50	10.00

	Nonrecurring Charges
Business Set Feature Package	$10.00
Business Set Display Feature Package	10.00
Business Set as a Mini Console Feature Package	20.00
Interactive Display Feature Package	30.00

PENDING

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.9. Digital Automatic Call Distribution (ACD)

2.9.1. Digital ACD is an optional Centrex Feature, available through suitably equipped central offices, which provides efficient handling of large volumes of incoming calls by distributing them evenly among a designated group of answering positions or agents.

2.9.2. With ACD, a directory number (DN) is assigned to a group of answering positions rather than to a single line. The ACD system then queues the positions so that the first incoming call to the DN is presented to the agent who has been idle longest. If all agents are busy, later calls are queued and answered in the order of arrival.

2.9.3. Digital ACD provides a full set of standard agent and supervisory features that work in conjunction with Electronic Business Sets (EBS) and 2500-type sets. Optional features include an ACD Management Information System (MIS) feature package that provides the features necessary to send an MIS data stream to a customer-premises processor. The ACD MIS feature package combined with the customer-premises MIS processor enables the generation of both near real-time displays and historical reports of agent and call center performance.

2.9.4. ACD comes with the following feature packages as standard for the system and all supervisor and agent positions.

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.9. Digital Automatic Call Distribution (ACD) (Cont'd)

2.9.4.A. Standard Feature Packages

2.9.4.A(1) Call Processing Control Feature Package

This feature package provides ACD system features for the basic operation, call-distribution, and call-queuing capabilities that enable Centrex Lines with Electronic Business Sets (EBS) to act as ACD answering positions. The following features are included in this package.

Abandoned-Call Clearing
Agent Queue
Attendant Console to ACD
ACD Directory Numbers
Secondary Directory-Number Key
Automatic Overflow (30% standard queuing)
Call-Delay Announcement
Call-Source Identification
Incoming-Call Queue
Music on Delay
Night Treatment
Not-Ready Key
Ring Threshold
ACD Call Transfer with Time
ACD Multistage Queue Status Refresh
ACD Overflow of Enqueued Calls
Call Forcing
Forcing Announcement for New and Overflowed Calls

Night-Service Recorded Announcement and Forward Overflow Enhancement Overflow of Enqueued Call to Directory Number

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.9. Digital Automatic Call Distribution (ACD) (Cont'd)

2.9.4.A. Standard Feature Packages (Cont'd)

2.9.4.A(2) ACD Supervisor Position Feature Package

This package provides supervisory positions, equipped with Electronic Business Sets, with the features and capabilities necessary to manage and supervise the performance of ACD agent positions and includes the following features:

Call Monitoring
Call Observing
ACD Observe-Agent/Three-Way Calling
Agent-Status Lamp
Call-Agent Key
Display Queue-Status Key
Observe-Agent Key
Agent Key
Call-Supervisor and Answer-Agent Keys
Controlled Interflow
Display Agents Summary Key
Emergency Key Backup
Extended Agent Observe
Forced Agent Availability
Multistage Queue Status Display
Queue-Status Lamps
Supervisor Control of Night Service

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.9. Digital Automatic Call Distribution (ACD) (Cont'd)

2.9.4.A. Standard Feature Packages (Cont'd)

2.9.4.A(3) ACD Agent Position Feature Package

This package provides specific agent features and capabilities to enhance agent performance and interaction with the ACD call processing features and supervisory features and includes the following features:

Agent Login Enhancement
Incalls Key
Makes Set Busy
Three-Way Calling/Card Transfer to ACD
ACD Call-Forcing Tone
Optional "Not-Ready" Capability
Automatic "Not-Ready" Capability
Called Name/Number Display
Call Park by ACD Agent
Emergency and Answer-Emergency Keys
Emergency Key-Enhanced
Transfer to Incalls Key
Variable Wrap-Up Time

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.9. Digital Automatic Call Distribution (ACD) (Cont'd)

2.9.4.A. Standard Feature Packages (Cont'd)

2.9.4.A(4) Automatic Call Distribution for 2500-Type Sets

This feature package supports the use of 2500-type sets as ACD answering positions and includes the following features:

ACD on 2500 Sets
ACD on 2500 Set Feature Assignment
ACD Set Login/Logout
ACD 2500 Set Not-Ready
ACD Distinctive Ringing
ACD 2500 Set MIS/Load Management
Observe Agent from 2500 Set

2.9.4.B. Optional Features

2.9.4.B(1) Individual Optional Features

Queue Slots (in excess of 30%) per slot
Call Delay Announcements (in excess of three), per announcement
Access to Customer Premises Announcement, per connection
Additional MIS Interface, Data Link
Queue Status Lamp, per connection
Music on Hold, per line

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.9. Digital Automatic Call Distribution (ACD) (Cont'd)

2.9.4.B. Optional Features (Cont'd)

2.9.4.B(2) ACD Management Information System Feature Package

This optional feature package provides the features necessary to send a Management Information System (MIS) data stream to a customer-premises processor and includes the following features:

ACD MIS Interface, Data Link
ACD Line-of-Business Code Key
ACD Multiple Line-of-Business Codes
ACD Walk-away/Closed Key Operation
MIS or Call Hold, Call Transfer, Call Supervisor, and Force-out
ACD Remote Load Management

PENDING

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.9. Digital Automatic Call Distribution (ACD) (Cont'd)

2.9.4.B. Optional Features (Cont'd)

2.9.4.B(3) Rates and Charges

The following per line business rates and charges apply for contract periods ranging from month-to-month to 60 months.

Optional ACD Features	Monthly Rate	24 Months	36 Months	48 Months	60 Months
ACD Position, Per Position (Agent or Supervisor)					
3 - 20 positions	$40.00	$30.00	$27.00	$24.00	$21.00
21 - 100 positions	$37.00	$27.00	$24.00	$21.00	$18.00
101 - 200 positions	$34.00	$24.00	$21.00	$18.00	$15.00
ACD Management Information System Feature Package	$36.00	$33.00	$30.00	$27.00	$24.00
Queue Slots (in excess of 30%), per slot	$10.00	$10.00	$ 8.50	$ 7.00	$ 5.50
Call Delay Announcements (in excess of Three), per announcement	$19.00	$19.00	$17.00	$15.00	$13.00
Access to Customer Premises Announcement, per connection	$36.00	$36.00	$32.00	$28.00	$24.00
Queue Status Lamp, per connection	$36.00	$36.00	$32.00	$28.00	$24.00
Additional MIS Interface, Data Link	$36.00	$36.00	$32.00	$28.00	$24.00
Music-On-Hold, per group	$12.00	$10.00	$ 8.00	$ 6.00	$ 4.00

PENDING

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

2. RATES AND CHARGES (Cont'd)

2.9. Digital Automatic Call Distribution (ACD) (Cont'd)

2.9.4.B. Optional Features (Cont'd)

2.9.4.B(3) Rates and Charges (Cont'd)

	Nonrecurring Charges
ACD Group Charge, Per Group	$200.00
ACD Position, Per Position (Agent or Supervisor)	$ 25.00
ACD Management Information System Feature Package	$ 75.00
Queue Slots (in excess of 30%), per slot	$ 50.00 per order
Call Delay Announcements (in excess of Three), per announcement	$ 75.00
Access to Customer Premises Announcement per connection	$ 75.00
Queue Status Lamp, per connection	$ 75.00
Additional MIS Interface, Data Link	$ 75.00
Music-On-Hold	$ 75.00

PENDING

Note: Service Ordering Charges as specified in SECTION 7 of this Local Terms of Service apply for the connection of the services listed above unless ordered at the time initial service is established.

DIGITAL CENTREX SERVICE

3. REGULATIONS AND CONDITIONS

3.1. A Centrex Customer must have a minimum of two Centrex lines.

3.2. The minimum charge period for services provided under this Local Terms of Service shall be for one month.

3.3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.

3.4. One directory listing is provided without charge for each Centrex customer.

3.5. The business customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month business customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. Residential service is only offered a month-to-month basis.

3.6. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.

3.7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:

3.7.1. Subsequent additions will be added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.

3.7.2. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph 3.8 below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

PENDING

DIGITAL CENTREX SERVICE

3. REGULATIONS AND CONDITIONS (Cont'd)

3.8. Termination Liabilities shall be treated as follows:

3.8.1. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.

3.8.2. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:

3.8.2.A. Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or

3.8.2.B. Pay termination charges as described in 13.3.8.A above on the number of Centrex station lines disconnected.

3.9. Reduction/Waiver of service establishment charges may be offered as follows:

At the Telephone Company's discretion, the following non-recurring service establishment charges may be reduced or waived during promotional campaigns.

3.9.1. Non-recurring service establishment charges (per system and per line charges) as provided in paragraph 2.1.B

3.9.2. Non-recurring service establishment charges for OutWATS Simulated Facility Group - Automatic Flexible Routing/Overflow Hunting Arrangements (paragraph 2.7.A).

PENDING

DIGITAL CENTREX SERVICE

3. REGULATIONS AND CONDITIONS (Cont'd)

3.10. Customers who subscribe to Centrex for more than 20 lines may, at the Telephone Company's discretion, be offered customer specific pricing on a contract basis. The rate will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates. The rates are subject to the Arkansas Public Service Commission. With the exception of the customer specific rates, all other rate, charges, and regulations specified herein shall continue to apply.

3.11. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).

3.12. Intercom calls between lines in a Centrex group are not subject to local measured service (where offered).

3.13. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

3.14. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same Central Office.

3.15. Terminal equipment may be offered by the Telephone Company under contract or may be provided by the customer.

3.16. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS

The following standard and optional features may be provided as a part of the Centrex service:

ABANDONED CALL CLEARING - provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call is presented to the agent position.

ACCESS CODE ACTIVATION - allows Centrex station users to access and activate certain Centrex features by dialing an assigned access code.

ACCESS TO CUSTOMER PREMISE ANNOUNCEMENT, PER CONNECTION - allows a Centrex customer to connect a customer provided announcement system to the customer's Centrex group.

ACCOUNT CODES - This feature allows a user to enter a billing number into an Station Message Detail Recording (SMDR) record for charge-back purposes.

ACD - Automatic Call Distribution.

ACD CALL-FORCING TONE - provides a warning tone either to the head-set or the handset, thereby alerting the agent to the arrival of an incoming call.

ACD CALL TRANSFER WITH TIME - enables a call that has been answered by an ACD Agent and then requires transfer to another ACD Group to be inserted in the new group's highest priority queue, based on the total time the call has previously been enqueued for and talking with an agent in the original group.

ACD DIRECTORY NUMBERS - any valid directory number of up to seven digits within the customer numbering plan, used to receive incoming ACD calls.

ACD DISTINCTIVE RINGING - enables agents to distinguish between ACD and non-ACD Calls.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

ACD LINE-OF-BUSINESS CODE KEY - allows a supervisor to review a record of each agent's incoming call category and holding time by assigning this feature to each agent's position. Each call category is recorded.

ACD MIS INTERFACE, DATA LINK - enables a downstream processor to use a data stream to collect ACD information from the DMS ACD node.

ACD MULTIPLE LINE-OF-BUSINESS CODES - increases the number of business codes an agent can enter for each call from one to three. This enables the customer to track multiple activities handled on the same call simply and accurately.

ACD MULTISTATE QUEUE STATUS REFRESH - an option which enhances the existing Multistage Queue Status display at agent stations by automatically updating and displaying ACD enqueued call status information on a regular, near real-time basis.

ACD OBSERVE-AGENT/THREE-WAY CALLING - allows a supervisor to monitor (visually) or observe (audio-monitor) three-way calls in which an ACD agent is taking part.

ACD OVERFLOW OF ENQUEUED CALLS - enhances the existing DMS ACD call overflow capability by adding new timing thresholds for calls that are already enqueued.

ACD REMOTE LOAD MANAGEMENT - allows the ACD Load Management and ACDSHOW capabilities to be implemented from a supervisor terminal linked to the down-stream processor.

ACD SET LOGIN/LOGOUT - allows an agent to login to an ACD group by dialing an activation code, identification code, and, if required, a password. The agent can also logout of an ACD group by dialing a deactivation code.

ACD WALKAWAY/CLOSED KEY OPERATION - introduces the following two ACD-group options, ACD Walkaway and Non-Immediate Cutoff, which enhance the capability of the existing ACD Not-Ready (NR) Key feature for the Business Set user.

ACD ON 2500 SETS - allows many of the DMS ACD features available for Business Sets to be used. However, because it lacks the feature keys and display of a Business Set, a 2500 set cannot access key or display-dependent features.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

ACD ON 2500 SET FEATURE ASSIGNMENT - 2500-type sets can be assigned and deleted from ACD groups and moved from one ACD group to another.

ACD 2500 SET NOT-READY - allows an agent to perform post-call processing of a call before the next ACD call is presented.

ACD 2500 SET MIS/LOAD MANAGEMENT - allows sets to be reassigned from one ACD group to another, and ACDSHOW commands display information about the group's agent positions.

ADDED POWER FEATURE ENHANCEMENT - this feature adds Call Pickup, Message Waiting, Power Feature Key Assignment, and Security Lock to the list of features supported by Power Features.

ADDITIONAL DIRECTORY NUMBERS - provides a Centrex customer with additional software derived directory numbers that are not central office line equipment.

AGENT KEY - permits the supervisor to call an agent by pressing the Call-Agent key and then pressing the key associated with a particular agent.

AGENT LOGIN ENHANCEMENT - provides two new options to ensure that only assigned agents ar able to log into an Automatic Call Distribution (ACD) group:

- Partitioning of agent login identification numbers between customer groups; and

- Agent login password option.

AGENT-QUEUE - ensures an even distribution of the workload among the agents in the group. The agent waiting the longest in the answering position receives the first incoming call.

AGENT STATUS LAMP - provides the status of agent positions to the supervisor of the group.

ANNOUNCEMENT TRUNK - a feature of Special Intercept Announcement.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

ATTENDANT CONSOLE TO ACD - increases the accessibility of DMS ACD groups, and can be used to originate or extend calls to ACD directory numbers.

AUTHORIZATION CODES - this feature is used to identify callers for billing purposes, to assign a Network Class of Service (NCOS), and to control network access.

AUTO ANSWER BACK (AAB) - allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after 4 seconds. Conversation takes place through a handsfree unit. When the calling party hangs up, the call is automatically disconnected.

AUTOMATIC DIAL (AUD) - allows a station user to call a frequently dialed number by pressing the assigned feature key. The user is permitted to change to assigned number stored against the feature key.

AUTOMATIC INSPECT MODE - displays incoming call information as soon as a call is presented to an EBS with display.

AUTOMATIC LINE (AUL) - a directory number (DN) feature that can be assigned to individual DN appearances on a business set including the primary DN. When an off-hook is reported from a DN appearance to which AUL has been assigned, a conversation is automatically established to a predetermined location.

AUTOMATIC LINE AND MULTIPLE APPEARANCE DIRECTORY NUMBER - allows a Multiple Appearance Directory Number (MADN) SCA/MCA member to be assigned as an AUL. In addition, it makes automatic lines compatible with main features and options that do not require initial dial tone.

AUTOMATIC "NOT-READY" CAPABILITY - this feature automatically applies Not-Ready against the Incalls key when the agent presses the Secondary Directory Number key.

AUTOMATIC OVERFLOW (30% STANDARD QUEUING) - permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for incoming calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded.

AUTOMATIC ROUTE SELECTION (ARS) - this feature package is designed to enable more economical and efficient utilization of a customer's trunk facilities. With this feature, trunk route lists are automatically searched in order to locate the least cost idle outgoing trunk.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

BUSINESS GROUP AUTOMATIC IDENTIFIED OUTWARD DIALING - provides identification of the calling line or the Centrex group billing/pilot number on billable calls directed to the public network.

BUSINESS GROUP DIALING PLAN - enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

BUSINESS SET INTERACTIVE DISPLAY - feature package enables Electronic Business Set customer to add, delete and change certain Centrex or EBS features.

BUSINESS SET POWER FEATURE NAME PROGRAMMING - this feature enables the user of an M5209 or M5312 Electronic Business Set with display to add, delete or change the network-specific name associated with their directory number, using either their own set, or a designated Power Feature administrator's set.

BUSY LAMP FIELD - allows a Business Set user to monitor station status of a directory number (DN) through the use of Business Set Lamp states.

BUSY OVERRIDE - allows a Business Set user to gain access to a busy station by pressing the Busy Override Key. Busy Override is a set feature and applies to all DNs on the business set.

CALL AGENT KEY - permits a supervisor to directly call an agent.

CALL-BACK QUEUING - allows the user encountering an all-trunks-busy condition to have the option of being notified when a trunk becomes idle. The user is then automatically connected to the called number.

CALL BACK QUEUING, ENHANCED - this feature provides enhancements to Call Back Queuing. It consists of two options, Call Back options One and Two.

CALL DELAY ANNOUNCEMENT - provides an announcement to callers such as status of call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A call delay announcement is a prerecorded central office announcement produced by the Company.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

CALL FORCING - provides that an agent can be presented with a call without activating a key. Rather than ringing, a short burst of tone alerts the agent that a new call is connected.

CALL FORWARD - A subset feature that allows the user to specify at data fill time what DN Keys will be affected.

CALL FORWARD/AUTOMATIC DIAL DISPLAY - for Digital Centrex customers using a Business Set with display, this feature shows on the display the number currently programmed for the Call Forward or the Automatic Dial Features.

CALL FORWARD DON'T ANSWER - allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

CALL FORWARD REASON DISPLAY - is a feature that expands the utility of existing Call Forward features through a second-line display message for Business Sets. Also, a Business Set with display capability will indicate the reason a call has been forwarded from any other telephone.

CALL FORWARDING BUSY LINE - causes all calls to be redirected to an alternate station when the called station is busy.

CALL FORWARDING DISTINCTIVE RINGING - is a Call Forwarding line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.

CALL FORWARDING INCOMING ONLY - is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

CALL FORWARDING VARIABLE - enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

CALL FORWARDING WITHIN GROUP ONLY - is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

CALL HOLD - allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

CALL MONITORING - allows a supervisor to monitor an agent's activity by viewing that individual's Agent-Status lamp. The lamp always automatically reflects the agent's current status.

CALL OBSERVING - allows a supervisor to observe agent ACD calls and non-ACD calls on the data filled DSDN. The feature automatically switches between calls as the agent moves between conversations on the two directory numbers.

CALL PARK - enables a user to park a call against his/her directory number. The parked call can be retrieved from any station by first requesting Call Part Retrieve and then dialing the directory number of the station against which the call was parked.

CALL PARK BY ACD AGENT - allows ACD agents to park calls. The initial application for this feature is in the hospital environment.

CALL PARK RECALL IDENTIFICATION -this feature enables a Electronic Business Set user to distinguish Call Park and Directed Call Park recalls from other type of calls.

CALL PICK-UP - permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

CALL RETURN - this feature allows the user to recall the last incoming call without having to know the telephone number of the caller. If the number is busy, the customer hears a recorded message. The call processing continues, and when both lines are free, the customer hears a special ring.

CALL-SOURCE IDENTIFICATION - provides for the display, at the agent's position, of either the calling party's extension number (for calls originating from within the same customer group) or the common language location identified (CLLI) code of the incoming trunk group.

CALL-SUPERVISOR AND ANSWER-AGENT KEYS - allows communication and quick access between the supervisor and agents. The lamp on the Answer-Agent key flashes and ringback is heard at the supervisor's set. A busy tone is heard by the agent if the supervisor is talking to another agent.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

CALL TRACE - this feature enables the user to trace the last incoming call without requiring approval or intervention from the telephone company. When the trace is complete, the customer hears a recorded message saying that the call has been traced and to call the telephone company.

CALL TRANSFER - allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

CALL WAITING - provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.

CALL WAITING-ORIGINATING FOR BUSINESS SETS - enhances Call Waiting Originating (CWO) by allowing the user to assign Call Waiting to a directory number of a business set.

CALLED NAME/NUMBER DISPLAY - provides display of the directory number the caller dialed and the associated ACD group name. It also allows ACD agents to identify the called ACD group and to appropriately answer and process the call.

CALLER ID - this feature allows viewing the number or name of a caller before answering the call. It requires either a display telephone or a small display until which connects to the telephone.

CALLER ID, PLUS - the feature allows viewing the number and name of a caller before answering the call. It requires either a display telephone or a small display unit which connects to the telephone.

CANCEL CALL WAITING - allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

CENTREX ACS FEATURE PACKAGE - consists of Caller ID, Caller ID Plus, Call Return, Repeat Dial, and Call Trace.

CIRCLE HUNTING - allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hung group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

CODE RESTRICTION - blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

CONTROLLED INTERFLOW - allows the supervisor to temporarily place an ACD group in a controlled-interflow mode, which directs new incoming calls to a customer-defined route in Table ACDRTE.

CUSTOMER ACCESS TREATMENT CODE RESTRICTIONS - (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.

CUSTOMER DATA CHANGE - a feature allowing users to change data for 500/2500 sets, Electronic Business Sets, and Datapath Data Units.

CUSTOMER PROVIDED MUSIC SOURCE, PER CONNECTION - allows a Centrex customer to connect a customer provided music system to the Centrex group.

CUSTOMER WORDED ANNOUNCEMENTS - a feature of the Special Intercept Announcement.

CUSTOMIZED DIALING PLAN - allows the user to design a custom dial plan.

DELAY ANNOUNCEMENTS FOR QUERED CALLS - can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

DIAL CALL WAITING FOR BUSINESS SETS - allows the user to assign Call Waiting to a directory number of a business set.

DIRECT CONNECT SERVICE - allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

DIRECT INWARD DIALING - allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

DIRECT INWARD SYSTEM ACCESS (DISA) - this feature permits authorized outside callers to access network facilities by dialing directly into the DMS-100 without attendant assistance.

DIRECT OUTWARD DIALING - enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

DIRECT STATION SELECTION (DSS) - provides direct dialing to a monitored DN.

DIRECTED CALL PARK - an enhancement to call park that allows a Centrex station to park a call against any Centrex station directory number call appearance.

DIRECTED CALL PICK-UP - enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

DISA - Direct Inward System Access.

DISPLAY AGENT SUMMARY KEY - enables the ACD supervisor using a Business Set with display to quickly check the status of all ACD agent positions assigned to a particular agent group.

DISPLAY CALLED NUMBER - provides the user with visual feedback concerning the called number during the origination, termination, programming, and feature activation operations (only if the Business Set is equipped with the optional 32 character alphanumeric LCD).

DISPLAY CALLING NUMBER - provides the Business Set user with visual feedback on the incoming calling number.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

DISPLAY QUEUE-STATUS KEY - permits a key(s) to be reserved on the supervisor's position to monitor queues of different agent groups.

DISTINCTIVE ALERTING/CALL WAITING INDICATION - allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls with originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.

DO NOT DISTURB - allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

EBS INTERACTIVE DISPLAY - feature package enables Electronic Business Set customer to add, delete and change certain Centrex or EBS features.

EBS POWER FEATURE NAME PROGRAMMING - this feature enables the user of an M5209 or M5312 Electronic Business Set with display to add, delete or change the network-specific name associated with their directory number, using either their own set, or a designated Power Feature administrator's set.

ELECTRONIC BUSINESS SET AS A MESSAGE CENTER - provides full message-center functionality to smaller organizations that do not otherwise require an Attendant Console.

EMERGENCY AND ANSWER-EMERGENCY KEYS - enables the agent to confer immediately with the supervisor or automatically connects a tape recorder in the event of a threatening or abusive call.

EMERGENCY KEY BACKUP - allows the agent to obtain emergency help from a supervisor, and the abusive or difficult caller is unaware that a request for help has been initiated.

EMERGENCY KEY-ENHANCED - allows an ACD agent to add a supervisor and a recording device to a call simultaneously.

END-TO-END SIGNALING (EBS) - End-To-End Signaling provides the ability to out-pulse dual-tone multi-frequency (DTMF) digits while active on a call. This is a basic feature on Electronic Business Sets.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

END-TO-END SIGNALING (SYSTEM) - enables the station user, while in the talking state, to send DTMF digits by using the dial pad of a 2500 set.

ENHANCED BUSINESS SET REASON DISPLAY - enhances Call Forward Reason Display to provide information on redirected calls, with a maximum 15 character length or reason message.

ENHANCED MADN CALL CONTROL - this feature replaces two previous features, Single-Bridged Arrangement (SBA) and Multiple-Bridged Arrangement (MBA). This feature provides the same capabilities as SBA and MBA, but they are now more easily customized for each MADN group through the use of a data-filled table.

EXECUTIVE MESSAGE WAITING - a group of features (Message Service-Message List Editing, Message Service-Leave Message and Call Request Enhancement) that enhance message service for EBS with display users.

EXPENSIVE ROUTE WARNING TONE - This optional feature provides a warning tone to indicate the selection of an expensive route.

EXTENDED AGENT OBSERVE - extends the supervisor's ability to observe calls presented on the Incalls key of any agent or supervisor in any DMS ACD group within the same customer group.

EXTENDED CONFERENCE FEATURE PACKAGE - this feature package extends the basic 6 port meet-me-conference and the 6 port station controlled conferences to up to 30 conferees. It requires additional conference bridges.

FAST TRANSFER - speeds up call handling for Business Set users by reducing the number of keystrokes needed to transfer a call and eliminating the need to first conference the call.

FEATURE CODE ACCESS - provides an alternate method of accessing features other then through the use of feature keys.

FEATURE DISPLAY - provides to the user of a Business Set equipped with the 32-character LCD visual feedback on specific user-entered data and incoming-call information during the use of other Digital Centrex features.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

FORCED AGENT AVAILABILITY - allows the ACD supervisor to require an agent to receive available incoming ACD calls, even though the agent has pressed the Not-Ready key.

FORCED ANNOUNCEMENT FOR NEW AND OVERFLOWED CALLS - enables a recorded message to be presented to every incoming and overflowed call, regardless of priority level.

A FULLY RESTRICTED LINE - is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.

FX TERMINATION CHARGES - allows for foreign exchange facilities to be terminated into a Centrex group.

GROUP INTERCOM - enables a customer to terminate on a member of a predesignated group by using abbreviated dialing. An intercom group can have a maximum size of 10, 100, 1,000 or 10,000 members.

GROUP INTERCOM ALL CALLS - enables any Electronic Business Set user, who is a member of a Group Intercom group, to simultaneously page up to 29 predefined Electronic Business Set users of the same Group Intercom group.

GROUP MAKE BUSY - can be used to temporarily make a group of stations or an entire multi-line Hunt Group appear busy to incoming callers. Group Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

HELD CALLS - allow a business set user to hold an established call on any DN on the set. The user can then originate or receive another call on any other idle DN.

HUNTING - a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines.

INCALLS KEY - allows a DMS ACD agent with an Electronic Business Set to answer calls to any of the ACD group's 17 directory numbers by pressing the first key on the set.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

INCOMING-CALL QUEUE - places incoming calls in queue when all agents are busy.

INDIVIDUAL BUSINESS LINES - allow the business set user to give one of the directory number (DN) keys on the set the appearance of a regular business line.

INDIVIDUAL OPTIONAL ARS FEATURES - individual optional ARS features that build on ARS-Basic. These features are Time-of-Day Routing, Time-of-Day Network Class of Service Routing, and International Direct Distance Dialing Via ARS.

INDIVIDUAL PAGE FROM GROUP INTERCOM - this feature allows a Group Intercom member to page another group member using the built-in speaker on a Electronic Business Set.

INSTANT CHANGE ORDER - gives the Centrex customers the power to add, delete and change certain Centrex features on their own sets and the sets of others.

INTERACTIVE DISPLAY SERVICE ORDER - allows the operating company to add a Power Feature key to an Electronic Business Set via service order change.

INTERCOM - allows a customer to directly terminate on a predesignated set by pressing the intercom key on the Electronic Business Set.

INTERCOM DIALING - allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

INTERNATIONAL DIRECT DISTANCE DIALING VIA ARS - allows Centrex customers to access International Direct Distance Dialing (IDDD) through Automatic Route Selection (ARS) for the fastest and most economical connections to their international operations.

KEY/SWITCH ACTIVATION - a feature off of Stop Hunt/Make Busy.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

LAST NUMBER REDIAL ASSOCIATED WITH SET - allows the Electronic Business Set user to continue to receive Group Intercom calls when the Make Set Busy feature is activated.

LISTEN ON HOLD - allows the business set user to place a called party on hold and listen through the speaker. The intended use of this feature is to enable the user who has been put on hold to listen through the speaker to determine when the call has bee reestablished.

MAKE BUSY - can be used to temporarily make a particular station in a Multi-line Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

MAKE SET BUSY - is used by agents to log out of service, and allows them to continue to originate calls on secondary numbers.

MAKE SET BUSY EXCEPT GROUP INTERCOM - allows the Electronic Business Set user to continue to receive Group Intercom calls when the Make Set Busy feature is activated.

MALICIOUS-CALL HOLD - allows a business set user to hold a connection at the DMS-100 enabling the call to be traced back to the originating party. Where both the calling and called parties are terminated in the DMS-100, the entire connection is held until the called party releases the call.

MANUAL LINE SERVICE - automatically places a call to the operator when the station user lifts the receiver off the switchhook.

MEET-ME CONFERENCE 6 - allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time, and can be accessed by 500/2500 type sets, Business Sets, Attendant Consoles, and incoming trunks.

MEET-ME CONFERENCE 30 - allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time, and can be accessed by 500/2500 type sets, Business Sets, Attendant Consoles, and incoming trunks.

MULTIPLE APPEARANCE DIRECTORY NUMBER (MADN) - allows a directory number that is assigned to more than one business set. MADN groups can be comprised of up to 32 stations, and can be configured in either a Single-Call Arrangement (SCA) or a Multiple-Call Arrangement (MCA).

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

MADN BRIDGING THREE WAY CALL - enables a Multiple Appearance Directory Number (MADN) Single Call Arrangement (SCA) with bridging options to establish a three-way call during a bridged state.

(MADN) AND CONFERENCE INTERACTION - allow the following types of conference calls to be either answered or established by one party, placed on hold, and picked up by another party: Three-Way Calling, Station Controlled Conference, Attendant Conference, Preset Conference, Meet-Me Conference.

MADN CUT-OFF ON DISCONNECT - introduces two options Multiple Appearance Directory Number Release (Mrel), which further enhances the operational flexibility of the (non-private) Multiple Appearance Directory Number (MADN) Single Call Arrangement (SCA) feature, and also aligns feature operation more closely with key system practice.

MBG - MULTI-LOCATION BUSINESS GROUP - These services are designated to meet the needs of multi-location businesses served by more than on switch, those who currently network with private lines as well as those who do not network because they cannot justify the cost.

MESSAGE WAITING FROM MESSAGE DESK - provides a message-waiting lamp that indicates a message is waiting at the message center.

MIS FOR CALL HOLD, TRANSFER, CALL SUPERVISOR, AND FORCEOUT - provides the ability to track a wider variety of calls to an ACD center. This feature also increases the ability to track Call Transfers.

MIS INTERFACE, DATA LINK - the data link from the Centrex ACD to the customer Management Information System (MIS).

MULTISTAGE QUEUE STATUS DISPLAY - increases the efficiency of handling incoming calls by allowing ACD supervisors with display sets to quickly and easily determine the length of time calls are held in the incoming call queue before being answered. This information then enables supervisors to add or redistribute agents as required.

MUSIC ON DELAY - connects incoming callers in a queue to a customer provided music source while waiting for an available agent or when calls are placed on hold at an agent position.

MUSIC ON HOLD ACCESS - allows selected stations to have dial access to Music on Hold.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

NETWORK SPEED CALLING PER 100 NUMBER LIST - allows a Centrex customer to define a Network Speed Calling list that is accessed by multiple system users by means of a dialed feature-access code.

NIGHT SERVICE - allows calls directed to the attendant to be rerouted to pre-designated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).

NIGHT-SERVICE RECORDED ANNOUNCEMENT AND FORWARD - allows a recorded message to be given to out-of-hours callers before their calls are forwarded to a night-service number (or to an ACD group at another location).

NIGHT TREATMENT - provides for a night announcement advising callers that the ACD location is closed, or automatically forwards calls to an ACD group at another location or to a night-service number.

NOT-READY KEY - used when an agent requires post-call work time to complete a transaction.

OBSERVE AGENT FROM 2500 SET - enables supervisors to observe agents who are active on either ACD or non-ACD calls, and if desired, to conference in on those calls. It allows monitoring quality of service received by callers, as well as be used in agent training.

OBSERVE-AGENT KEY - permits the supervisor to establish a listening path into a conversation between an agent in that supervisor's group and a caller.

OFF HOOK QUEUING - with this feature, a call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set may wait off-hook for an idle trunk.

OFF HOOK QUEUING ENHANCED - provides Off-Hook Queuing priority, Off-Hook Queuing announcement, Discretionary Off-Hook Queuing, and Call-Back Queuing activation.

OFF-PREMISE STATIONS/SECONDARY LOCATIONS - enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

ON-HOOK DIALING - allows the user to originate calls without lifting the handset. On-Hook Dialing can be used with Feature Keys such as Speed Calling, Ring Again, and Automatic Dialing, and can be terminated by pressing the release key.

OPTIONAL "NOT READY" CAPABILITY - this feature enhances the existing Not-Ready Key feature by enabling it to be selectively assigned on a per-ACD set basis. Also, it allows an agent to follow up on a transaction without being interrupted by the next ACD call, which is not desirable in certain high-volume applications characterized by short transaction times.

OPX TERMINATION CHARGE - allows off-premises extensions to terminate into a Centrex group.

ORIGINATING/TERMINATING LINE SELECT - The Programmable Prime-Line Select feature provides Electronic Business Set users a variety of line-selection options for originating and terminating calls.

OUTGOING CALL SCREENING - blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.

OutWATS - is a form of Direct Distance Dialing service that allows a station user to place long distance calls to specified geographical areas at reduced rates. Each OutWATS call is screened to ensure that the call destination is within the band limits of the OutWATS station user.

OutWATS Simulated Facility Groups - control the number of simultaneous OutWATS calls that can be made from a business. OutWATS Simulated Facility Groups optionally allow the following capabilities:

- OutWATS-Automatic Flexible Routing is an OutWATS Simulated Facility Group option which permits calls to be automatically routed to a lower or less expensive OutWATS band.

- OutWATS-Overflow Hunting is an OutWATS Simulated Facility Group option which permits OutWATS calls to automatically overflow or hunt to a higher band if the Simulated Facility Group associated with the lower band is busy.

OVERFLOW ENHANCEMENT - allows the capability to program up to four ACD groups within the DMS ACD node as potential overflow routes before a call is rerouted to the customer-specified overflow destination.

OVERFLOW OF ENQUEUED CALL TO DIRECTORY NUMBER - enhances the existing ACD Overflow of Enqueued Calls feature to give the ACD customer greater flexibility in handling enqueued incoming calls.

PAGING ACCESS - allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

PAGING CIRCUIT - a circuit that provides paging services to a Centrex group.

PREFERENTIAL HUNTING - allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

PRIVACY RELEASE CONFERENCE CONTROL REPEATED ALERT FOR EBS - this feature enhances the Multiple Appearance Directory Number (MADN) feature by providing more flexibility for conferencing capabilities.

QUERY TIME KEY - provides the current time and date on a Business Set display.

QUEUE SLOTS (IN EXCESS OF 30%) PER SLOT - same definition as Queuing.

QUEUING - may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups.

QUEUE-STATUS LAMPS - enable supervisors to determine which ACD groups need help and whether additional agents or a redistribution of agent positions is required to handle incoming calls more efficiently.

REGULAR HUNTING OR LINEAR HUNTING - is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

REPEATED ALERT FOR EBS (ELECTRONIC BUSINESS SETS) - a data-filled line option that generates a series of up to seven warning tones on an active EBS, alerting the EBS user that another incoming call has terminated on the set, and that a caller is waiting.

REPEAT DIAL - allows the user to automatically call the last outgoing number dialed from that phone, without having to know the number or the redial number.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

RING AGAIN - allows the business set user to monitor a busy DN and notify the user when the called station becomes free.

RING AGAIN ON IDLE EBS - this feature modifies the existing Ring Again Feature to prevent a EBS user from receiving callback while active on another call.

RING THRESHOLD - provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is not agent available. Secondary Directory-Number Key - allows agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them.

SECONDARY DIRECTORY-NUMBER KEY - allows agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them.

A SEMI-RESTRICTED LINE - is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

SERIES COMPLETION - is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

SHORT HUNT - allows incoming calls to hunt over a set or directory number appearances in search of an idle DN on which to terminate.

SIMPLIFIED MESSAGE DESK INTERFACE (SMDI) - can optionally deliver 10 digit directory numbers in the call information message sent over the SMDI data link to the voice system.

SINGLE -DIGIT DIALING - permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.

SIX-PORT CONFERENCE - allows a business set with a Conference key assigned to establish a conference call of up to six parties. Any of the other parties can be external to the switch.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

A SPECIAL INTERCEPT ANNOUNCEMENT - may optionally be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or (b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).

SPEED CALLING - allows a Business Set user to access up to three different Speed Call lists by pressing Speed Call keys or dialing access codes. The three types of Speed call lists used are Personal, Group and Network.

SPEED CALLING 8-CODE - enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

SPEED CALLING 30 CODE - enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

STANDARD DIALING PLAN - Gives the user a Standard Dial Plan.

STATION CAMP-ON - enables the Business Set user-when transferring a call to a busy line to place the calling party on hold (i.e., camped on) against the busy party's line until that party is free.

STATION CONTROLLED CONFERENCE - allows a Digital Centrex user with a 500/2500 type set to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant.

STATION CONTROLLED CONFERENCE 6 - much like Meet Me Conference 6 except the conference call is controlled from the station or stations with the feature.

STATION CONTROLLED CONFERENCE 30 - much like Meet Me Conference 30 except the conference call is controlled from the station or stations with this feature.

STOP HUNT - allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

STOP HUNT/MAKE BUSY - allows the user to stop hunting on his/her line and makes the caller receive a busy signal.

SUPERVISOR CONTROL OF NIGHT SERVICE - can eliminate or minimize unanswered calls left in the incoming-call queue at the onset of Night Service, and allows newly arriving calls to be given night-service treatment.

THREE-WAY CALLING - allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

THREE-WAY CALLING/CALL TRANSFER - allows the Business Set user, active on an incoming call, to include a third party in the call, and to then transfer the original call (when required) to the third party.

THREE-WAY CALLING/CALL TRANSFER TO ACD - allows a DMS ACD agent to transfer calls to other ACD directory numbers in the same customer group.

TIE LINE TERMINATION CHARGE - charges that a Centrex customer receives when a Tie Line terminates into their Centrex group.

T1 TERMINATION CHARGES - charges that a Centrex customer receives when an T1 terminates into their Centrex group.

TIME OF DAY ROUTING - enables cost-effective use of facilities by allowing or denying route choices based on the time of day.

TIME OF DAY NETWORK CLASS OF SERVICE ROUTING - allows normal class of service values to be mapped onto new values that are based on the time of day, the day of week or the day of year.

TOLL RESTRICTION - blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

PENDING

DIGITAL CENTREX SERVICE

4. DEFINITIONS (Cont'd)

TRANSFER TO INCALLS KEY - enables the ACD agent to transfer an incoming ACD call directly to another agent's Incalls key in the same customer group.

TRUNK ACCESS ANY STATION - this feature is associated with Night Service and it allows any station in the customer group to answer an incoming call by dialing a code.

UNIFORM CALL DISTRIBUTION - is intended to distribute calls evenly among the stations in a Multiline Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

VARIABLE WRAP-UP TIME - enables the ACD customer to establish a predetermined interval between an agent completing one call and receiving the next one.

VOICE/DATA PROTECTION - allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

WARM LINE - provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

WAKE-UP SERVICE - provides reminder call service for Centrex customers.

WATS TERMINATION CHARGES - charges that a Centrex customer receives when an OPX terminates into their Centrex group.

PENDING

CUSTOM CALLING SERVICES

1. GENERAL REGULATIONS

1.1. Custom Calling Service consists of one or more of the following features which provide special kinds of customer-controlled communications features on individual service lines. Custom Calling Service is available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described as follows:

1.1.1. Call Forwarding - Permits a customer to transfer incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The Call Forwarding customer is responsible for the payment of charges for each call between his call forwarding-equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

1.1.2. Call Forward Busy- This feature automatically transfers incoming calls toa pre-designated telephone number when the primary line is busy. This service is fixed by the Company to be active, or can be activated and deactivated by the base subscriber. Once activated, Call Forward Busy is in effect any time an incoming caller encounters a busy line. A subscriber can change the forward to numbers at their discretion without contacting the Company.

PENDING

CUSTOM CALLING SERVICES

1. GENERAL REGULATIONS (Cont'd)

1.1. Custom Calling Service consists of one or more of the following … (Cont'd)

1.1.3. Call Forward No Answer- This feature automatically transfers incoming calls to a pre-designated telephone number when the primary line is not answered after a specified number of rings. This service is fixed by the Company to be active, or can be activated and deactivated by the subscriber. Once activated, Call Forward No Answer remains in effect any time an incoming call is not answered after the specified number of rings. A subscriber can change the forward to numbers at their discretion without contacting the Company.

1.1.4. Call Forward Remote Access - allows activation and deactivation of Call Forwarding from another telephone served by the same central office. The remote activation feature charge is in addition to the charge for Call Forwarding.

1.1.5. Usage Call Forwarding- With Usage Call Forwarding a subscriber can have incoming call automatically forwarded to a predetermined directory number. A subscriber dials the call forwarding activation code to provide call forwarding on the line. A confirmation tone is provided to the subscriber if Usage Call Forwarding is successfully added or removed from the line. A reorder tone is provided if the addition or removal fails.

1.1.6. Call Pickup- The Call Pickup feature allows a subscriber to pick up calls within a predefined pickup group by dialing an access code. The Call Pickup feature permits a station to answer calls incoming to another station within the same pickup group.

PENDING

CUSTOM CALLING SERVICES

1. GENERAL REGULATIONS (Cont'd)

1.1. Custom Calling Service consists of one or more of the following … (Cont'd)

1.1.7. Call Transfer-Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three party connection, and then to leave the connection without disconnecting the call.

1.1.8. Call Waiting - Alerts a customer who is using his telephone that another caller is trying to reach him.

1.1.9. Direct Line - The Direct Line feature provides direct routing of a call to a predetermined telephone number without dialing. In addition, the Warm Line delay feature allows normal telephone services. The line is programmed to automatically route a call to a predetermined number when the station is off-hook for a specified time period. When the time delay is complete the programmed number is processed. If a number is dialed during the time period the programmed number is canceled and the dialed number is processed.

1.1.10. Do Not Disturb - allows customers to prevent incoming calls from ringing their line by diverting calls to a tone or a recorded announcement. The feature is activated at the user's location. Only callers with Personal Identification Number (PIN) can override the Do Not Disturb feature.

1.1.11. Home Intercom- Allows a customer to communicate between telephone instruments connected to the same single party access line. The customer dialing a Home Intercom code and the telephone number hears a busy signal. After hanging up, all telephones on the line ring. When any telephone on the line is picked up, the ringing stops, letting the customer know the call has been answered.

PENDING

CUSTOM CALLING SERVICES

1. GENERAL REGULATIONS (Cont'd)

1.1. Custom Calling Service consists of one or more of the following … (Cont'd)

1.1.12. Distinctive Ring - Enables a customer to add a second directory number to the same telephone line. With each of the two phones on the line having a coded ringing arrangement a call can be determined whom the call is for.

1.1.13. 3-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing three-way conversation. To remain a three-party conference the initiator must stay off-hook to maintain connections. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

1.1.14. Usage Sensitive 3-Way Calling- available to all individual line residence and business customers where facilities permit. This service permits use of the 3-Way Calling feature on an as needed basis, with the subscriber paying the rate for each occasion it is successfully used. 3-Way calling permits the subscriber activating the feature to hold an in progress call and originate a second call while maintaining privacy from the first call, or to add another party for a three way conference arrangement.

PENDING

CUSTOM CALLING SERVICES

1. GENERAL REGULATIONS (Cont'd)

1.1. Custom Calling Service consists of one or more of the following … (Cont'd)

1.1.15. Speed Call 8/ Speed Call 30- Enables a customer to place calls to other telephone numbers by dialing a one-or-two digit code rather than the complete telephone number. The eight-code capacity and/or the 30-code capacity may be provided on the same line; however, duplicate code capacities may not be provided. The combination of code capacities is not available on multi-line hunting lines.

1.1.16. Voice/Data Protection - prevents interruption tones, such as those associated with Call Waiting or operator verification, from occurring when the customer's line is busy.

1.1.17. Wake Up Service- Permits the customer to program a request for a wake-up call to ring at a preset time within the next 24 hours. Wake Up Service is activated or deactivated by dialing appropriate codes.

1.1.18. Outbound Call Block Feature - Blocks all outbound dialing with the) exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other Custom Calling Services and Advanced Calling Services are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence Individual Line Local Exchange Service customers.

PENDING

CUSTOM CALLING SERVICES

2. CONDITIONS

2.1. Custom Calling Services will be provided in connection with individual and multi-line residence and business lines. Party line and trunk facilities customers are excluded.

2.2. The service will be furnished only at locations where adequate and suitable facilities are available.

2.3. Other facilities and miscellaneous service offerings requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable section of this Local Terms of Service.

2.4. These services are limited to those areas served by central offices arranged for Custom Calling Services.

PENDING

CUSTOM CALLING SERVICES

3. RATE SCHEDULES

3.1. The following charges are in addition to regular charges for class and grade of service furnished, and the applicable service ordering charge will apply for the installation of these services. A central office line connection will not apply.

Available Features

		Monthly Rates Per C.O. Line Equipped	
		Residence	Business
3.1.1.	Call Forwarding**	$2.10	$3.60
3.1.2.	Call Forward Busy	1.50	1.50
3.1.3.	Call Forward No Answer	1.50	1.50
3.1.4.	Call Forward Remote Access	1.00	2.00
3.1.5.	Call Pickup	2.50	2.50
3.1.6.	Call Transfer	3.50	3.50
3.1.7.	Call Waiting	3.00	3.00
3.1.8.	Direct Line	2.00	3.00*
3.1.9	Distinctive Ring	2.40	2.40
3.1.10	Do Not Disturb	2.40	3.60
3.1.11	Home Intercom	0.75	0.75
3.1.12	3-Way Calling**	1.80	1.80
3.1.13	Speed Call		
	Speed Call 8	1.80	2.70
	Speed Call 30	2.50	3.60
3.1.14	Voice/Data Protection	2.00	3.60
3.1.15	Wake Up Service	2.50	2.50
3.1.16	Outbound Call Block Feature	5.00	5.00

PENDING

* Additional charges will apply for changing a predetermined programmed number.

** For usage sensitive features Rates and Conditions see Section 16 (Advanced Calling Service).

CUSTOM CALLING SERVICES

4. FEATURE PACKAGES [1]

4.1 Residence customers will receive a multiple feature discount when subscribing to two or more features:

	Monthly Discount
Two Features	$0.75
Three Features	1.25
Four or more Features	1.75

PENDING

[1] Grandfathered to existing customers at existing locations.

ADVANCED CALLING SERVICE

1. GENERAL

1.1. Advanced Calling Service Features permit a customer to manage incoming and outgoing calls to their residence or business local exchange access line more efficiently. For incoming calls, Advances Calling Service functions only when the central office that serves the originating call as well as the customer's serving central office are both equipped for the service. For outgoing calls, Advanced Calling Service functions only when the customer's serving central office as well as the central office that serves the called number are both equipped for the service.

Advanced Calling Service Features apply to single line residence and business service, excluding pay telephone service. Advanced Calling Service Features are only offered where technical facilities are available.

A monthly recurring rate applies to Advanced Calling Service Features with the exception of Call Trace*57 and usage sensitive features identified in 3.2 following.

In cases of emergency, an operator may assist the caller to override conditions imposed by Advanced Calling Service Features on a telephone line.

Both seven and ten digit telephone numbers can be identified and/or selected with Advanced Calling Service Features.

PENDING

ADVANCED CALLING SERVICE

2. FEATURES

2.1. Advanced Calling Service Features are optional telephone service arrangements which provide one or more of the following features:

2.1.1. Anonymous Call Reject*77- Permits the customer with or without Caller ID to automatically reject calls from "anonymous" callers who have blocked their name or telephone number through per-call blocking or per-line blocking. When the customer activates this feature, the rejected call is routed to an announcement and disconnected. The customer does not hear a ring for rejected calls. The customer must provide and connect their own compatible premise equipment (CPE) in order to reject calls.

2.1.2. Call Return*69- Permits the customer to automatically redial the telephone number of the most recently completed incoming local call or call attempt by dialing an activation code. If the redialed number is busy, the Company's equipment will monitor the redialed number every thirty (30) seconds for a maximum of thirty (30) minutes in an attempt to establish the call. When both lines are idle, the customer is notified by a distinctive ring, and when the customer picks up the receiver, the call is automatically placed.

2.1.2.A. Call Return*69 cannot operate when:

(1) A call originates from a central office that is not equipped for Advanced Call Service Features.

(2) The calling party's (redialed) number has been Call Forwarded.

(3) The call was blocked or was from a blocked line.

PENDING

ADVANCED CALLING SERVICE

2. FEATURES (Cont'd)

2.1. Advanced Calling Service Features are optional telephone service arrangements which provide one or more of the following features: (Cont'd)

2.1.3. Call Trace*57- This features enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company (never the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local Telephone Company business office for further action. Under no circumstances will the customer be given the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request of them. Call Trace*57 is billed per successful trace invoked by the customer.

2.1.3.A. If the call originates from a station served by a PBX or multi-line hunt group, only the main number will be identified by the trace.

2.1.3.B. If a trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording of the telephone conversation.

2.1.3.C. If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

2.1.3.D. When a customer is located in an exchange where Call Trace*57 is not available or calls originate from a central office that is not equipped for Advanced Call Service, manual Call Tracing may be invoked. Manual Call Tracing may also occur when, in the judgment of the Company or a law enforcement agency, the unwanted calls present a serious threat of bodily harm or destruction of property.

PENDING

ADVANCED CALLING SERVICE

2. FEATURES (Cont'd)

2.1. Advanced Calling Service Features are optional telephone service arrangements which provide one or more of the following features: (Cont'd)

2.1.4. Call Waiting Disposition (DSCWID)- Call Waiting Disposition. also called Deluxe Spontaneous Call Waiting Identification (DSCWID), is a Stored Program Control System feature. Subscribers can receive calling party information during Call Waiting and control the treatment of incoming calls with disposition options. The disposition options are available through soft keys on the customer's premises equipment.

Incoming calls to the line, while idle, receive normal terminating treatment. When the line is busy, the system provides audible ringing to the calling party and alerts the DSCWID subscriber that a call is waiting.

The charge for Call Waiting Disposition is in addition to charges for Call Waiting and Caller ID.

PENDING

ADVANCED CALLING SERVICE

2. FEATURES (Cont'd)

2.1. Advanced Calling Service Features are optional telephone service arrangements which provide one or more of the following features: (Cont'd)

2.1.5. Call Waiting ID- Call Waiting ID, also called Spontaneous Call Waiting Identification (SCWID), when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting ID is in addition to those for Call Waiting and Caller ID.

2.1.6. Caller ID

2.1.6.A. Caller ID Number Only-This feature enables the customer to receive the calling directory number on incoming calls. The directory number of the incoming call will be sent to the display of the Customer Premise Equipment during the first long silent interval of the ringing.

An originating caller's directory number may not be displayed at the called party under the following conditions:

(1) The calling number will not be displayed if the called party is off-hook. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed, unless the customer subscribes to Call Waiting ID and Call Waiting.

(2) The calling number will not be displayed if the called party answers the incoming call during the first ring interval.

PENDING

ADVANCED CALLING SERVICE

2. FEATURES (Cont'd)

2.1. Advanced Calling Service Features are optional telephone service arrangements which provide one or more of the following features: (Cont'd)

2.1.6. Caller ID (Cont'd)

2.1.6.A. Caller ID Number Only-(Cont'd)

(3) The calling number will not be displayed if the calling party has blocked his call or has a blocked line.

2.1.6.B. Caller ID - This feature enables the customer to receive the calling party name and number on incoming calls. The Directory Name and Number of the incoming call will be sent to the display of the customer's premise equipment during the first long silent interval of the ringing. Caller ID will only be offered in conjunction with Caller ID Number Only.

An originating caller's Directory Name and Number may not be displayed at the called party under the following conditions:

(1) The calling party's name and number will not be displayed if the called party is off hook. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed, unless the customer subscribes to Call Waiting ID and Call Waiting. The called party on the second incoming call will receive a call waiting tone.

(2) The calling party's name and number will not be displayed if the called party answers during the first ring interval.

(3) The calling party's name and number will not be displayed if the calling party has blocked his call or has a blocked line.

PENDING

ADVANCED CALLING SERVICE

2. FEATURES (Cont'd)

2.1. Advanced Calling Service Features are optional telephone service arrangements which provide one or more of the following features: (Cont'd)

2.1.6. Caller ID (Cont'd)

2.1.6.C. Caller ID (Per Call) Blocking- This feature enables customers to prevent delivery of their name and number on a per call basis by activating the appropriate code prior to placing a call. Caller ID (Per Call) Blocking is provided at no charge, to customers who are served from appropriately equipped central offices.

Caller ID (Per Call) Blocking is not available with Payphone Service, WATS or PBX service without direct trunk access.

2.1.6.D. Caller ID (Per Line) Blocking- Allows a single line customer to make all calls with the delivery of the calling number identification marked as "private" to the people being called. If the pre-assigned access code is dialed, the calling number will be delivered on the next call placed. This option is only available to law enforcement agencies and private domestic violence intervention agencies.

2.1.7. VIP Alert- Allows a customer to program up to thirty-one (31) directory numbers with distinctive tone or ring to alert the customer of an incoming call from these numbers. The customer can modify the list by activating or deactivating numbers. VIP Alert functions if the telephone receiver is on hook or off.

2.1.8. Long Distance Alert- Provides a distinctive ring if the receiver is on hook to identify that an incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off hook and the customer also subscribes to Call Waiting.

PENDING

ADVANCED CALLING SERVICE

2. FEATURES (Cont'd)

2.1. Advanced Calling Service Features are optional telephone service arrangements which provide one or more of the following features: (Cont'd)

2.1.9. Selective Call Accept*64- Permits the customer to screen incoming calls by creating a list of up to twelve (12) directory numbers from which the customer will accept calls. Calls from all directory numbers not on the list route to a rejection announcement. Selective Call Accept*64 is activated or deactivated by dialing the appropriate codes.

2.1.10. Selective Call Forward*63- Permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forward*63 list will forward. Selective Call Forward*63 is activated or deactivated by dialing the appropriate codes.

If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

2.1.11. Selective Call Rejection*60- Permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. SCR is activated or deactivated by dialing the appropriate codes.

Standard call completion will occur if a call originates from a central office that is not equipped for Advanced Calling Service Feature functions.

2.1.12. Subscriber Activated Blocking/PIN- This feature allows a customer to activate or deactivate call blocking, thereby restricting or allowing certain types of calls. If Subscriber Activated Blocking is active on a line, all calls originated on that line are screened for restricted calls. If a call is placed to a restricted number, the call is routed to a restriction announcement. The subscriber can enter a personal identification number (PIN) to override the blocked status and continue the call.

2.1.13. Privacy Protector- Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are completed as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the caller does not accept calls from telemarketers. Callers are advised to hang up if they are a telemarketer or press 1 if they are not a telemarketer. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must also subscribe to Caller ID.

PENDING

ADVANCED CALLING SERVICE

3. RATES AND CHARGES

3.1. Advanced Calling Service Features

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these features are associated. The applicable service ordering charge will apply for the installation of these features. A central office line connection will not apply.

Feature	Monthly Rate Residence	Monthly Rate Business
Anonymous Call Reject*77	$1.20	$1.20
Call Return*69	$3.00	$4.20
Call Waiting Disposition (DSCWID)	$1.60	$1.60
Call Waiting ID (SCWID)	$0.50	$0.60
Caller ID Number Only (1)	$5.40	$6.60
Caller ID Name and Number	$8.40	$9.60
Long Distance Alert	$3.00	$3.00
Selective Call Accept*64	$3.00	$3.50
Selective Call Forward*63	$2.50	$3.50
Selective Call Rejection*60	$2.50	$3.50
Subscriber Activated Blocking/PIN	$1.00	$1.00
VIP Alert	$2.50	$3.50
Privacy Protector	$2.95	$3.95

PENDING

(1) Grandfathered to existing customers at their current location.

ADVANCED CALLING SERVICE

3. RATES AND CHARGES (Cont'd):

3.2. Usage Sensitive Calling Features

Charges for usage sensitive calling features are in addition to any usage charges associated with the line. If applicable, such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are covered in local terms of service sections specific to that particular call type, and are not impacted by the application of a per use charge.

3.2.1. Rates and Charges

Feature	Minimum Charge Per Activation or Use Res./Bus.
Busy Redial*66	$0.50
Call Forwarding	0.95
Call Return*69	0.50
Call Trace*57	5.00
3-Way Calling	0.75

PENDING

ADVANCED CALLING SERVICE

3. RATES AND CHARGES (Cont'd):

3.2. Usage Sensitive Calling Features (Cont'd):

3.2.2. Conditions

3.2.2.A. The total monthly charge for each usage sensitive feature except Call Trace*57 will not exceed $6.00. The total monthly rate for Call Trace*57 will not exceed $25.00.)

3.2.2.B. Call Trace*57 permits the customer to initiate an automatic trace of the last completed incoming immediately after the call is terminated. Call Trace*57 is billed per successful trace invoked by the customer.

(1) If the call originates from a station served by a PBX or multi-line hunt group, only the main number will be identified by the trace.

(2) If the trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording the telephone conversation. The Company will not provide any call detail which results from a trace to the customer subscribing to Call Trace*57. The Company will provide the call detail of a successful trace only to the appropriate law enforcement authorities when the Company receives a proper request.

(3) If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

PENDING

ADVANCED CALLING SERVICE

3. RATES AND CHARGES (Cont'd):

3.2. Usage Sensitive Calling Features (Cont'd):

3.2.2. Conditions

3.2.2.C. At its option, or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using Manual Call Tracing. This may occur when, in the judgment of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property. When the customer is located in an exchange where Call Trace*57 is not available or the unwanted calls originate from a central office that is not equipped for Advanced Calling Service Features or linked to appropriate facilities, Manual Call Tracing may be invoked.

3.2.2.D. 3-Way Calling- The per-use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL

1. Definition

a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

b. 9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The 9-1-1 Service, including non-regulated components, may be provided from any one of the following three categories:

1) B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.

2) C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.

3) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a non-regulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the 9-1-1 Customer with their subscribers' names, addresses, and telephone numbers via the PS ALI service. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning. E9-1-1 Service is offered subject to the availability of central office facilities.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

2. Definition of Terms

ADMINISTRATIVE SITE - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's CENTURYTEL ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

ALI DATABASE - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the 9-1-1 Customer, may include additional information about that location.

ALTERNATE ROUTING - A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

AUTOMATIC LOCATION IDENTIFICATION (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

AUTOMATIC NUMBER IDENTIFICATION (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI SPILL - A central office generated data stream that forwards the telephone number of the calling party.

CALLER - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

COMPANY - CenturyTel Legal Entity

CUSTOMER - Governmental unit or other entity authorized to provide 9-1-1 Service. May also be referred to as “9-1-1 Customer”.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

2. Definition of Terms (Cont'd)

DEFAULT ROUTING - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

DIRECTORY NUMBER (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

EMERGENCY RESPONSE AGENCY - For the purpose of this Local Terms of Service, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

EMERGENCY SERVICE NUMBER - An Emergency Service Number (ESN) is assigned by the 9-1-1 Customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

END USER - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

CENTURYTEL PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

2. Definition of Terms (Cont'd)

CENTURYTEL PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol.

HOST PROVIDER OR LEAD TELCO - The telephone company that serves exchanges within the 9-1-1 Customer's serving area and provides 9-1-1 service to the 9-1-1 Customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as Secondary Providers within the 9-1-1 Customer's serving area.

LEAD TELEPHONE COMPANY – The telephone company that owns and operates the Selective Routers that are used for 9-1-1 access to a PSAP.

MASTER STREET ADDRESS GUIDE (MSAG) - A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

MULTI-FREQUENCY (MF) TO SIGNALING SYSTEM 7 (SS7) Trunk Conversion - Multi-Frequency (MF) in-band, to Signaling System 7 (SS7), out-of-band, signaling is an enhancement that makes possible the forwarding of 10 digit ANI/CPN spills for use in identifying wireless subscribers.

NONLISTED/UNLISTED - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

NONPUBLISHED - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

POINT OF CONCENTRATION - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Poin`t of Concentration function among others.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

2. Definition of Terms (Cont'd)

PRIVATE SWITCH (PS) - A private telephone switch serving a particular organization or business usually located on a PS Provider's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

PRIVATE SWITCH ALI SERVICE TRUNK - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

PRIVATE SWITCH END USER (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

PRIVATE SWITCH PROVIDER (PSP) OR PS PROVIDER - A private entity that provides telephone service to end users via a private switch.

PS ALI ENTRY INTERFACE SERVICE - Establishes a telecommunications port accessible from the public switched network on the CENTURYTEL PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the CENTURYTEL PS ALI Entry software end user customer.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

2. Definition of Terms (Cont'd)

PS 9-1-1 SITE ADMINISTRATOR - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this Local Terms of Service. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the CENTURYTEL PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the CENTURYTEL ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location.

PSAP – the Public Safety Answering Point, either primary or secondary, is the communications facility designated for a specific territory, to which 9-1-1 calls are routed for response.

PRIMARY PSAP - A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.

SECONDARY PSAP - A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

SELECTIVE ROUTER (SR) - Equipment located in the central office that has capability of routing incoming 9-1-1 calls to different PSAPs based on the callers' ANI and concentrating the number of incoming trunks to fewer outgoing trunks. This is an example of a Point of Concentration.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

2. Definition of Terms (Cont'd)

SELECTIVE ROUTING - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

SUBLOCATION INFORMATION - Information of originating station location (end user) in PS ALI applications.

SUBSCRIBER - A person or business that orders access line service from a telephone company.

SECONDARY PROVIDER - A regulated telephone company that participates in offering 9-1-1 service under a legal arrangement, agreement with the Host Provider.

THIRD PARTY FRAME RELAY ACCESS DEVICE (FRAD) ACCESS - FRAD Access allows for retrieval of ALI Database Information for Wireless and Competitive Local Providers using a Third Party Database Provider over a Non-Call Associated Signaling (NCAS) solution. Connectivity is composed of two components, FRAD Access and Steerable ALI software.

All other defined terms used in this section, but not expressly defined herein shall have the meaning ascribed to such terms in the Definitions section of this Local Terms of Service.

3. Conditions

a. 9-1-1 Service is restricted to one-way incoming emergency service only.

b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the 9-1-1 Customer's personnel to accept such calls on the 9-1-1 Customer's designated premises.

c. 9-1-1 Service is provided solely for the benefit of the 9-1-1 Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

3. Conditions (Cont'd)

d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the 9-1-1 Customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.

f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.

h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.

i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

3. Conditions (Cont'd)

j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Company standard format to the Lead Telephone Company for inclusion in the E9-1-1 database pursuant to the terms of the Lead Telephone Company's tariff, terms of service or practices.

k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.

l. Charges for 9-1-1 Customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.

m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the 9-1-1 Customer must obtain them directly.

n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized.

o. Frame Relay Access Device (FRAD) Service requires the third party record provider to furnish the 56k circuit.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

4. Customer Obligations

a. Application for 9-1-1 Service must be executed in writing by each 9-1-1 Customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the 9-1-1 Customer.

b. The 9-1-1 Customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.

c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:

1) The 9-1-1 Customer shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Primary PSAP.

2) The Primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.

3) Each Primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each Central Office to the Central Office serving the Primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

4) If a Selective Router is not used, each Primary PSAP must subscribe to at least two dedicated lines to each Secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that Secondary PSAP's average busy hour.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

4. Customer Obligations (Cont'd)

d. The 9-1-1 Customer shall promptly notify the Company in the event that any part of the system associated with the provision of 9-1-1 service is not functioning properly.

e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the 9-1-1 Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by Central Offices within the 9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the 9-1-1 Customer's public safety jurisdiction.

f. 9-1-1 emergency telephone service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Company proprietary and the 9-1-1 Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company utilizing/purchasing Company information while acting as the Host Provider of 9-1-1 service to the 9-1-1 Customer which purchases Company services under this Local Terms of Service must agree to abide by the terms and conditions which relate to the protection of the Company provided information. The 9-1-1 Customer of any connecting company utilizing/purchasing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:

1) All 9-1-1 Customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.

2) The 9-1-1 Customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by an person arising out of or relating to the 9-1-1 Customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 Service.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

4. Customer Obligations (Cont'd)

g. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the 9-1-1 Customer from removing and/or changing the data provided by the Company.

h. Equipment, used in conjunction with any 9-1-1 emergency telephone service, located at the PSAP(s) may be provided by the Company or the 9-1-1 Customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the 9-1-1 Customer.

5. Liability

a. The Company's entire liability to the 9-1-1 Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the General Terms and Conditions section of this Local Terms of Service, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company, and in statute. This 9-1-1 Service is offered solely to assist the 9-1-1 Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the 9-1-1 Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the 9-1-1 Customer.

b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omissions in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than an act or omission constituting gross negligence or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the rate for the service or facilities provided to the 9-1-1 Customer for the time such interruption to service or facilities continues, after notice by the 9-1-1 Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Customer.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

5. Liability (Cont'd)

c. The 9-1-1 Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or 9-1-1 Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.

d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, roaming Voice Over Internet Protocol lines, Voice Over Internet Protocol lines not converted to Public Switched Network protocols, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines, especially but not limited to those private telecommunications service that use Direct Inward / Outward Dialing (DIOD) numbers.

e. The Company accepts no responsibility for obtaining and providing subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a PS Provider pursuant to the terms of the Private Switch 9-1-1 Service tariff or any individual case basis contract. At the rates set forth herein, the Company will integrate any records provided to it by the PS Provider in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a PS Provider and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the PS Provider, which may be asserted by any person, business, government agency, or other entity against the Company.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

A. GENERAL (Cont'd)

5. Liability (Cont'd)

f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of or interruption in 9-1-1 Service due to the attachment of any equipment by the Customer or an end user customer to Company facilities. The 9-1-1 Customer or end user customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 Service ordered by the 9-1-1 Customer, Company facilities or otherwise affect its telephone operations.

g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 Service or Host Providers using such information to provide a 9-1-1 Service.

h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a non-regulated telephone service (e.g., shared tenant service or non-regulated Voice Over Internet Protocol). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area or for foreign or unrecognizable dial tone calls originating from voice over internet protocol, or mobile/cellular telephones.

i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of 9-1-1 Customer provided facilities or equipment.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICE

1. B9-1-1 (Basic 9-1-1 Service)

a. B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.

b. Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.

c. The following rate elements apply to a typical B9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.

2) 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two trunks/circuits is required on each interoffice route.

d. Additional 9-1-1 Features, as described in this Local Terms of Service, are available with 9-1-1 Service where conditions permit.

2. C9-1-1 (ANI-Only 9-1-1 Service)

a. The following rate elements apply to a typical C9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.

2) 9-1-1 Network Service - Same as B9-1-1 Service.

b. C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number, unless provisions have been made for PS ALI Service.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICE (Cont'd)

2. C9-1-1 (ANI-Only 9-1-1 Service) (Cont'd)

c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

d. Selective Routing is available on an optional basis with C9-1-1 Service.

e. Additional 9-1-1 Features, as described in this Local Terms of Service, are available with C9-1-1 Service where conditions permit.

3. E9-1-1 (Enhanced 9-1-1)

a. The following rate elements apply to a typical E9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.

2) 9-1-1 Network Service - Same as C9-1-1 Service.

3) Automatic Location Identification (ALI) Database - Recurring and non-recurring charges - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The 9-1-1 Customer is responsible for the following:

a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association (NENA).

b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICE (Cont'd)

3. E9-1-1 (Enhanced 9-1-1) (Cont'd)

a. The following rate elements apply to a typical E9-1-1 arrangement: (Cont'd)

4) Third Party Frame Relay Access Device (FRAD) Connectivity - This service provides access to a non-Company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable with the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to Third Party-controlled databases to retrieve the data. Third Party FRAD Connectivity is composed of the two below components.

a) FRAD Access establishes a Frame Relay connection at the Central Office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to the Third Party Frame Relay service is additional and must be coordinated by the 9-1-1 Customer requiring service. The Third Party record provider must provide the 56k circuit.

b) Steerable ALI Software is required for each Competitive Local Provider (CLP) or Wireless vendor or their agent for each Company-controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a Software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request.

b. In the event that the 9-1-1 Customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance may apply from the beginning of construction.

c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICE (Cont'd)

3. E9-1-1 (Enhanced 9-1-1) (Cont'd)

d. Selective Routing is available on an optional basis with E9-1-1 Service.

e. Optional 9-1-1 Features, as described in this Local Terms of Service, are available with E9-1-1 Service where conditions permit.

4. Optional Services

a. Selective Routing

1) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The 9-1-1 Customer is responsible for the following:

a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.

b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.

c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICE (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

a) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.

b) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.

c) Class Marking - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

d) Database Selective Routing - Rates and charges per access line to include hardware and software for selective routing equipment. Selective routing equipment provides routing assignment codes for 9-1-1 calls and routes those calls to the appropriate Public Safety Answering Point (PSAP). The charge is inclusive of the cost to update the selective router database, which contains telephone numbers matched to an Emergency Service Number (ESN).

Included in this rate element definition is an optional payment plan. The Company reserves the right to perform an annual true-up of access line counts.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICE (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

e) Selective Routing Port Charges for Connecting Companies - A monthly recurring and one-time charge per trunk to establish the hardware connection on the Selective Routing Switch that provides connectivity for incoming 9-1-1 circuits to enable Local Exchange Carriers, Local Switch Providers and Private Switch Providers (e.g. PBX users, Shared Tenant Services, ALEC's and Wireless Service Providers) access to the emergency services network. A Selective Router Port Connection is required for each individual trunk circuit.

In addition to the standard connectivity charge, a Wireless Service Additive is an additional monthly charge specifically for software/firmware required only by Wireless Service Providers to provide for multiple 10-20 digit streams using a Call Associated Signaling (CAS) arrangement.

b. Alternate Network Routing (ANR)

1) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio or full-duplex radios such as microwaves. The components offered in this Local Terms of Service include terminating telephone network equipment and cellular radio transceivers.

2) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICES (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (ANR) (Cont'd)

3) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

4) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

a) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 9-1-1 Customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signaling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

5) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. A pair of one or four channel cellular transceivers and a cellular license must be purchased with each channel activated. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICE (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

5) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. A pair of one or four channel cellular transceivers and a cellular license must be purchased with each channel activated. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

6) Description of Teltone Switched Access System

a) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's Customer premises equipment.

c) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Company central office.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICE (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

7) Description of Cellular Phone Cell Services Equipment

a) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.

b) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.

c) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.

d) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

8) Customer Obligation

a) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

b) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

B. DESCRIPTION OF SERVICE (Cont'd)

5. Additional Services

a. Additional 9-1-1 Features

1) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.

b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.

c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE

1. Description

a. Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:

1) Automatic Number Identification (ANI) or

2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

2. Conditions

a. Availability of Options

1) The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:

a) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

b) b)Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and

c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

2. Conditions (Cont'd)

a. Availability of Options (Cont'd)

2) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the CENTURYTEL PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day. The use of PS ALI by a PS Provider must conform to the Lead Telephone Company tariff, terms of service or procedures.

In order to ensure that an "address not found" condition does not occur when a 9-1-1 call is received by a PSAP, a PS Provider has the choice of either

a) purchasing and using a PS ALI ENTRY service, or

b) exclusively transmitting only the Private Switch lead number to the 9-1-1 Customer for all 9-1-1 calls made by Private Switch End Users, which is the default condition for a Private Switch.

Notwithstanding the above,

a) a PS Provider must conform to applicable State regulations mandating PS ALI use if such regulations exist or are implemented by the State at any time, and

b) a Private Switch with Direct Inward / Outward Dialing (DIOD) numbers must use PS ALI or an "address not found" condition will occur. The Company has no responsibility for loading and updating location information associated with Private Switch DIOD numbers.

Any PS ALI equipment and processing must be compatible with the Lead Telephone Company's systems to ensure proper PS ALI updating.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

1) Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

(a) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and

(b) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type and configuration … (Cont'd)

2) Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.

3) Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.

c. The PS Provider for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

3. Application for Service

a. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:

1) The business name and address of the PS Provider,
2) The name, address, and telephone number of the PS Provider's Site Administrator,
3) The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
4) The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

4. Customer Obligations

a. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.

b. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.

c. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.

d. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.

e. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "CENTURYTEL PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's CENTURYTEL ALI ENTRY GATEWAY.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

4. Customer Obligations (Cont'd)

f. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

g. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.

h. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.

i. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

4. Customer Obligations (Cont'd)

j. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the PS Provider's order for service.

5. Liabilities

a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this Local Terms of Service regarding 9-1-1 Service in any other applicable section of the Company's tariffs and/or local terms of service and in statute.

b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or implied for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.

c. The PS Provider is solely responsible for the PS End User ALI Record that is transmitted to the database. Absent an individual case basis contract to the contrary, neither the Company nor any of its employees will have any responsibility or liability, whether in an official or unofficial capacity, for the loading or updating of any PS database records. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

5. Liabilities (Cont'd)

d. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the 9-1-1 Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the 9-1-1 Customer and disposed of in a manner that will retain the security.

e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company, its employees and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the PS Provider, the PS End User, the Customer or others.

f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company, its employees and the 9-1-1 Customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the 9-1-1 Customer, its user, agencies or municipalities or the employees or agents of any one of them.

PENDING

ENHANCED EMERGENCY NUMBER SERVICE (E-911)

C. PRIVATE SWITCH (PS) 9-1-1 SERVICE (Cont'd)

5. Liabilities (Cont'd))

g. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and its employees from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, including the PS Provider, for any ALI assistance provided to the PS Provider that is not provided either pursuant to this Local Terms of Service or under a specific contract for such assistance.

h. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

6. Rates

Rates will be developed on an individual case basis and filed according to the rules of the Arkansas Public Service Commission in this Local Terms of Service section.

D. RATES

Rates will be developed on an individual case basis and filed according to the rules of the Arkansas Public Service Commission in this Local Terms of Service section.

PENDING

PAYPHONE SERVICE

7. PAYPHONE SERVICE

7.1. Conditions

7.1.1. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.

7.1.2. Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.

7.1.3. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or CO-implemented payphone line.

7.1.4. General Terms and Conditions found in this Local Terms of Service are applicable to the provision of Payphone Service.

7.1.5. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.

7.1.6. A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.

7.1.7. Applicable Nonrecurring Charges will apply for the move or rearrangement of the Company's facilities which are made at the request of the customer.

PENDING

PAYPHONE SERVICE

7. PAYPHONE SERVICE (Cont'd)

7.1. Conditions (Cont'd)

7.1.8. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this Local Terms of Service and rules or regulations of the Commission. In case of conflict between the company's provisions and Commission rules and regulations, the rules or regulations shall prevail.

7.1.9. Extensions to a payphone line are not permitted.

7.1.10. The Multiline business Subscriber Line Charge, found in the interstate access tariff, is applicable to all Instrument-Implemented and CO-Implemented payphone lines.

7.2. Responsibility of the Customer

7.2.1. The customer, for the purposes of this Local Terms of Service, is defined as the person subscribing to payphone service.

7.2.2. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the Americans with Disabilities Act of 1990.

7.2.3. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.

The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.

PENDING

PAYPHONE SERVICE

7. PAYPHONE SERVICE (Cont'd)

7.2. Responsibility of the Customer (Cont'd)

7.2.4. The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.

7.2.5. Customers who elect not to subscribe to Selective Class of Call Screening will be fully responsible for all calls billed to customer's payphone access line. The Telephone Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Telephone Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.

7.2.6. The customer is responsible for compliance with the FCC's Rules and Regulations and the State Commission's Rules and Regulations regarding the use of pay telephones.

7.3. Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

7.4. Instrument Implemented Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument designed to perform various functions. Payphone instruments are to be provided by the customer.

PENDING

PAYPHONE SERVICE

7. PAYPHONE SERVICE (Cont'd)

7.5. Central Office (CO) Implemented Coin Line

7.5.1. Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer.

7.5.2. Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).

7.5.3. CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.

7.6. Features and Functions

7.6.1. CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:

Coin monitoring - indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone;

Coin collection and return - indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;

Answer supervision - indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.

PENDING

PAYPHONE SERVICE

7. PAYPHONE SERVIC (Cont'd)

7.6. Features and Functions

7.6.2. Selective Class of Call Screening treatment enables the customer to restrict outgoing operator-handled calls placed over the Telephone Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided where such facilities are available at the customer's option.

7.6.3. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

7.6.4. CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

PENDING

PAYPHONE SERVICE

7. PAYPHONE SERVICE (Cont'd)

7.7. Rates

		Monthly Rate	Nonrecurring Charge
7.7.1.	Payphone Service		
7.7.1.A.	Instrument Implemented		Applicable Nonrecurring Charge
	Flat Rate	See Section 5 Business One-Party	
7.7.1.B.	Central Office Implemented		Applicable Non-recurring Charge
	Flat Rate, per line	See Section 5 1 1/2 times Business One-Party	
7.7.1.C.	Selective Class of Call Screening	$2.00	
7.7.1.D.	Coin Supervision/ Transmission	1.63	

PENDING

PAYPHONE SERVICE

8. PAYPHONE INMATE TELEPHONE SERVICE RESTRICTIONS

8.1. Subject to other applicable provisions of this Local Terms of Service, the following provisions also apply to Payphone Inmate Telephone Service.

8.1.1. May be arranged by the administrator to restrict or block incoming calls, block access to certain telephone numbers, limit the telephone numbers inmates may call, and limit the duration of the calls.

8.1.2. May be arranged to block Directory Assistance (1+411) and 911 calls.

8.1.3. Shall be programmed to allow only "0+" collect calls for local and intraLATA and interLATA toll class and to block all other calls.

8.1.4. The customer has the option to connect Customer Provided Line Concentrator Terminals to this service. Customer Provided Line Concentrator Terminals are equipment interconnect devices which provide the customer the capability to connect more than one Payphone to a lesser number of Payphone access lines. This type of terminal equipment should be connected to the Payphone access line in accordance with applicable industry standards.

PENDING

PACKAGED SERVICES

1. SIMPLE CHOICE ™ONE [(1)] and SIMPLE CHOICE ™ TWO [(1)]

1.1. Description

Simple Choice™ One [(1)] and Simple Choice™ Two [(1)] are packages of features available to both residential and business customers. Simple Choice™One [(1)] includes the features specified following and a flat rate access line. Simple Choice™Two [(1)] includes two flat rate access lines. Customers subscribing to Simple Choice™ One [(1)] and Simple Choice™ Two [(1)] are entitled to unlimited use of the service/features specified.

1.2. Features

Following are the eligible call features. All features may be not be available in all areas:

- Anonymous Call Reject *77
- Call Forward Busy
- Call Forward No Answer
- Call Forward Remote Access
- Call Forwarding
- Call Return *69
- Call Transfer
- Call Waiting
- Cancel Call Waiting
- Call Waiting Disposition
- Call Waiting ID
- Caller ID
- Caller ID Number Only [(1)]
- Distinctive Ring
- Home Intercom
- Long Distance Alert
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- 3-Way Calling
- VIP Alert
- Busy Redial *66
- Call Forward Busy No Answer
- Message Waiting Indicator
- Call Forward Remote Access

PENDING

[(1)] Grandfathered to existing customers at their current location.

PACKAGED SERVICES

1. SIMPLE CHOICE ™ONE [(1)] and SIMPLE CHOICE ™ TWO [(1)] (Cont'd)

1.3. Terms and Conditions

1.3.1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Local Terms of Service shall apply.

1.3.2. Nonrecurring charges as specified elsewhere in this Local Terms of Service do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ One [(1)] and Simple Choice™ Two [(1)]. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

1.3.3. Customers subscribing to the Simple Choice™Two [(1)] may select different features for each line. All lines must be billed to the same account and located at the same premise.

1.3.4. Simple Choice™ One [(1)] and Simple Choice™ Two [(1)] features must be activated by the customer before they can be used without incurring usage charges.

1.3.5. All recurring charges applicable to an access line apply to Simple Choice™ One [(1)] and Simple Choice™ Two [(1)]. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

1.3.6. If access line rates for residence and business service, as listed elsewhere in this Local Terms of Service, increase, Simple Choice™ One [(1)] and Simple Choice™ Two [(1)] rates may also increase (upon Commission approval).

PENDING

(1) Grandfathered to existing customers at their current location.

PACKAGED SERVICES

1. SIMPLE CHOICE ™ONE [(1)] and SIMPLE CHOICE ™ TWO [(1)] (Cont'd)

D. Rates

	Monthly Rate
1. Residence	
Simple Choice™One [(1)]	$32.95
Simple Choice™Two [(1)]	$57.95
2. Business	
Simple Choice™One [(1)]	$39.95
Simple Choice™Two [(1)]	$84.95

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ One [(1)] and Simple Choice™ Two [(1)]. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 7.

PENDING

[(1)] Grandfathered to existing customers at their current location.

PACKAGED SERVICES

2. VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

2.1. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forwarding - Busy Line
Call Forwarding - Don't Answer
or, Call Forward Busy/No Answer
Message Waiting Indication - Audible or Visual

2.2. Terms and Conditions

2.2.1. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.

2.2.2. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.

2.2.3. This package is available only to individual line residence and business customers.

2.3. Rates

		Monthly Rate Per Line
1.	Residence	$2.00
2.	Business	$3.00

PENDING

PACKAGED SERVICES

3. SIMPLE CHOICE™ (1) /BUSINESS ASSIST ADVANTAGE

3.1. Description

Simple Choice™/Business Assist Advantage is a package of features available to both residential and business customers. Simple Choice™/Business Assist Advantage includes the features specified following and a flat rate access line with Touch Calling. Customers subscribing to Simple Choice™/Business Assist Advantage are entitled to unlimited use of the service/features specified.

3.2. Features

Following are the eligible call features. All features may be not be available in all areas:

- Anonymous Call Reject *77
- Call Forward Busy
- Call Forward No Answer
- Call Forward Remote Access
- Call Forwarding
- Call Return *69
- Call Transfer
- Call Waiting
- Cancel Call Waiting
- Call Waiting Disposition
- Call Waiting ID
- Caller ID
- Caller ID umber Only (1)
- Distinctive Ring
- Home Intercom
- Long Distance Alert
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- 3-Way Calling
- VIP Alert
- Busy Redial *66
- Call Forward Busy No Answer
- Message Waiting Indicator
- Call Forward Remote Access
- Privacy Protector (Where Available)
- Voice Mail (Where Available)

PENDING

(1) Grandfathered to existing customers at their present locations.

PACKAGED SERVICES

3. SIMPLE CHOICE™ (1) /BUSINESS ASSIST ADVANTAGE (Cont'd)

3.3. Terms and Conditions

3.3.1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Local Terms of Service shall apply.

3.3.2. Nonrecurring charges as specified elsewhere in this Local Terms of Service do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

3.3.3. Simple Choice™/Business Assist Advantage features must be activated by the customer before they can be used without incurring usage charges.

3.3.4. All recurring charges applicable to an access line apply to Simple Choice™/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

3.3.5. If access line rates for residence and business service, as listed elsewhere in this Local Terms of Service, increase, Simple Choice™/Business Assist Advantage rates may also increase (upon Commission approval).

PENDING

(1) Grandfathered to existing customers at their present locations.

PACKAGED SERVICES

3. SIMPLE CHOICE™ (1) /BUSINESS ASSIST ADVANTAGE(Cont'd)

3.4. Rates

	Monthly Rate
3.4.1. Residence	
Simple Choice™	$34.95
3.4.2. Business	
Business Assist Advantage	$51.05

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™/Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 7.

PENDING

(1) Grandfathered to existing customers at their present locations.

PACKAGED SERVICES

4. SELECT PAK/BUSINESS ASSIST SELECT (1)

4.1 Conditions

Select Pak/Business Assist Select consists of the following features only. Charges for other services offered by CenturyTel, such as an access lines, are in addition to this package rate.

Customers who subscribe to Select Pak/Business Assist Select may choose any or all of the following services (where available):

Caller ID
Call Waiting
Call Waiting ID
Call Forwarding
3-Way Calling

4.2 Rates

Per Line	Select Pak	Business Assist Select
Monthly Rate Residence	$12.95	---
Monthly Rate Business	---	$14.95

5. CALLER ID EXTRA (1)

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of $10.95 per month. In addition, all applicable nonrecurring charges will be waived.

6. CALLER ID PLUS (1)

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of $10.74 per month. In addition, all applicable nonrecurring charges will be waived.

PENDING

(1) Grandfathered to existing customers at their present location.

PACKAGED SERVICES

7. PREPAID LOCAL TELEPHONE SERVICE (PLTS)

7.1. Description

Prepaid Local Telephone Service (PLTS) is a residential payment plan where the customer agrees to pay for service one month in advance. Upon establishment of the PLTS plan, the customer will be billed for one month service. The Company will require payment of these charges prior to establishment of service. Thereafter, the customer will be required to pay one month's service on a monthly basis. Once payment for service is received, one month's service will be provisioned and is non-refundable if the customer cancels service prior to the end of the month. No deposits or non-recurring charges apply.

7.2. PLTS is configured as follows:

7.2.1. Voice grade residential flat rate line, or local measured service line, if available.
7.2.2. All mandatory services, including extended area service, expanded local calling, etc. (charges applicable).
7.2.3. Tone Dialing (Tone dialing/touch tone charges are applicable).
7.2.4. Ability to dial 911.
7.2.5. Ability to report service problems seven days a week.
7.2.6. Ability to dial CenturyTel Customer Service.
7.2.7. Primary directory listing (nonpublished/nonlisted available at applicable charges).
7.2.8. Access to Directory Assistance.
7.2.9. Toll blocking/usage sensitive services blocking (applicable charges).
7.2.10. Call Waiting, Caller ID, and Call Forwarding included.

7.3. Customers who are unable to pay the required charges to maintain their present service may activate a PLTS plan, but may be required to agree to a repayment plan for their current charges.

7.4. New customers who do not qualify for service due to a poor credit history may subscribe to PLTS.

7.5. The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.

PENDING

PACKAGED SERVICES

7. PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Cont'd)

7.6. Subscribers to PLTS are required to have mandatory toll blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls, except for Directory Assistance, for which additional charges are billed to the customer's telephone number. After the first three directory assistance calls, applicable rates for directory assistance will apply.

7.7. The Company may disconnect PLTS service with notice, for any of the following reasons:

7.7.1. Failure to make monthly payments to maintain the PLTS balance.

7.7.2. Use of the service in a manner that interferes with the service of others.

7.7.3. If the customer accrues new billable charges for toll or other service on their telephone bill.

7.8. The Company may disconnect PLTS service without notice for any of the following reasons:

7.8.1. Where a known dangerous condition exists.

7.8.2. Where service is connected without authority by a person who has not applied for the service, or who has reconnected service without authority following termination of service.

7.9. If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable and payment of a deposit if their credit history is such that a deposit would normally be required.

7.10 Rates

Residential Monthly Rate	$39.95

PENDING

PACKAGED SERVICES

8. BUSINESS UNLIMITED

A. Description

Business Unlimited is a package of features available to business customers. The Business Unlimited bundle includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC.

B. Terms and Conditions

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Additional lines of Unlimited Local and Long Distance calling, up to a maximum of ten (10) lines, may be added plus all other applicable monthly service charges.

Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle plan. This plan is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company's sole discretion, the Company reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service.

PENDING

PACKAGED SERVICES

8. BUSINESS UNLIMITED (Cont'd)

C. Monthly Rates

The following rates apply in addition to the monthly rates applicable for companion long distance service.

Primary Access Line Charge	Each Additional Access Line Charge
$40.00	$40.00

PENDING

PACKAGED SERVICES

9. PURE BROADBAND BUNDLE

9.1. Description

Pure Broadband Bundle includes flat rate Residence or Business Individual Line Local Exchange Service and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).

9.2. Features

Outbound Call Block Feature
Non-Published Service
Billed Number Screening (Optional)

9.3. Terms and Conditions

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with One-Party Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.

The bundle rate will include the Subscriber Line Charge.

Service Charges or nonrecurring charges do not apply.

9.4. Rates

	Residence	Business
Per Bundle, per month	$26.90 **	$36.82 **

PENDING

** Rates applicable for non-regulated High Speed Internet also apply.

PACKAGED SERVICES

10. CORE CONNECT

10.1. Description

10.1.1. CORE CONNECT is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.

10.1.2. CORE CONNECT bundles are available under a one-year, two-year or three-year term plans and are available on a month-to-month basis as specified in 10.5. following.

10.2 Regulations

10.2.1 CORE CONNECT customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.

10.2.2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.

10.2.3. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service. Early termination liability charges for customers who subscribe to CORE CONNECT under a Term Discount Plan are as specified in 10.3., following.

PENDING

PACKAGED SERVICES

10. CORE CONNECT (Cont'd)

10.2. Regulations (Cont'd)

10.2.4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

10.2.5. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

10.2.6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

10.2.7. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

10.2.8. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.

10.2.9. This plan is not available to customers who are or become toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

PENDING

PACKAGED SERVICES

10. CORE CONNECT (Cont'd)

10.3. Term Discount Plan

10.3.1. A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement.

10.3.2. Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.

10.3.3. The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP. CORE CONNECT lines that are subsequently added under a separate TDP will receive the rates in effect when those lines are added.

10.3.4. Upon expiration of a TDP, the TDP discounts specified in 10.5 following will expire, and the customer will be charged at the then prevailing monthly rate. If the customer renews the TDP or signs up for a new TDP, the rates then in effect will apply for the new or renewed TDP.

10.3.5. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply.

PENDING

PACKAGED SERVICES

10. CORE CONNECT (Cont'd)

10.4. Application of Rates

10.4.1. The monthly rates include the Local Exchange Service, EAS, and features only. These rates do not include the monthly charges for HSI or for the qualifying long distance plan, if applicable.

10.4.2. Service Charges, as described in Section 7 apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP.

10.4.3. Service Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.

PENDING

PACKAGED SERVICES

10. CORE CONNECT (Cont'd)

10.5. Rates and Charges

10.5.1. CORE CONNECT 1 (1)

Business Flat Rate One-Party or Key Line Service
Hunting (optional)
Choice of the following features and services:
- Caller ID with Name
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Busy Redial
- Message Waiting Indicator
- Voicemail (2)

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
80.00	50.00	45.00	42.50	40.00

PENDING

(1) Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 1) long distance plan for each Core Connect 1 line or trunk subscribed.

(2) Deregulated service.

PACKAGED SERVICES

10. CORE CONNECT (Cont'd)

10.5. Rates and Charges (Cont'd)

10.5.2. CORE CONNECT 1 LITE

Business Flat Rate One-Party or Key Line Service
Hunting (optional)
Choice of the following features and services:
Caller ID with Name
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward Remote Access
Call Waiting/Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Call Transfer
Call Return
Distinctive Ring
Message Waiting Indicator
Voicemail (1)

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month (2)]	One Year Term	Two Year Term	Three Year Term
80.00	50.00	45.00	42.50	40.00

PENDING

(1) Deregulated service.
(2) Core Connect 1 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

PACKAGED SERVICES

10. CORE CONNECT (Cont'd)

10.5. Rates and Charges

10.5.3. CORE CONNECT 2 (1)

Business Flat Rate One-Party or Key Line Service
Hunting (optional)
Choice of the following features and services:
- Caller ID with Name
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Selective Call Rejection
- Busy Redial
- Message Waiting Indicator
- Voicemail (2)

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
$55.00	$35.00	$30.00	$27.50	$25.00

PENDING

(1) Customers must also subscribe to the CenturyTel Long Distance, LLC Unlimited (Option 2) long distance plan for each Core Connect 2 line or trunk subscribed.

(2) Deregulated service.

PACKAGED SERVICES

10. CORE CONNECT (Cont'd)

10.5. Rates and Charges (Cont'd)

10.5.4. CORE CONNECT 2 LITE

Business Flat Rate One-Party or Key Line Service
Hunting (optional)
Choice of the following features and services:
- Caller ID with Name
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Selective Call Rejection
- Message Waiting Indicator
- Voicemail (1)

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month (2)	One Year Term	Two Year Term	Three Year Term
$60.00	$35.00	$30.00	$27.50	$25.00

PENDING

(1) Deregulated service.

(2) Core Connect 2 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

PACKAGED SERVICES

11. SIMPLE CHOICE UNLIMITED (3)

11.1. Description

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail, and a flat rate access line provided by the Company, and unlimited long distance voice usage provided by CenturyTel Long Distance, LLC.

11.2. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Custom Calling Features. All terms and conditions as specified herein shall apply.

2. Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

3. Customers subscribing to the Simple Choice Unlimited may select different features for each line. The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan. All lines must be billed to the same account and located at the same premise.

4. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.

5. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.

6. Call Detail will not be provided with this service plan.

11.3. Rates and Charges

	Monthly Rate (1)
Simple Choice Unlimited (3)	
Local Exchange Service	
Choice of available Custom Calling Service or Custom Calling II Service Features	$34.95 (2)

(1) Flat rate EAS charges (if applicable) are included in this rate. The rate for CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan applies in addition to this rate.

(2) The monthly Simple Choice Unlimited rate will be discounted by $5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher).

(3) Grandfathered to existing customers at their present location.

PENDING

PACKAGED SERVICES

12. ECONOMY PACK PLUS

12.1. Description

The Economy Pack Plus bundle is available to residential customers only and consists of an access line in addition to the following features: Caller ID, Call Waiting ID and 768K high speed internet.

12.2. Rates And Charges

	Monthly Rate [1]
Economy Pack Plus	$49.95

PENDING

[1] Applicable only to the Springhill Exchange.

PACKAGED SERVICES

13. HOME PHONE II

13.1 Description

A. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.

B. Home Phone II customers must subscribe to a qualifying long distance plan.

C. Home Phone II includes the following services and features:

- Residence Flat Rate Access Line

- Choice of the following features:
  - Anonymous Call Rejection
  - Busy Redial
  - Call Forward Busy
  - Call Forward No Answer
  - Call Forwarding
  - Call Forward Remote Access (where available)
  - Call Return
  - Call Waiting
  - Call Waiting ID
  - Caller ID
  - Cancel Call Waiting
  - Message Waiting Indication
  - Selective Call Accept
  - Selective Call Forward
  - Selective Call Rejection
  - 3-Way Calling
  - VIP Alert
  - Voice Mail (1)

PENDING

(1) Deregulated service.

PACKAGED SERVICES

13. HOME PHONE II

13.2 Regulations

A. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company.

B. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.

C. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.

D. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

E. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

F. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

G. Home Phone II cannot be combined with any other discounts unless otherwise specified.

PENDING

PACKAGED SERVICES

13. HOME PHONE II

13.3 Rates and Charges

A. The monthly rate includes the Local Exchange Service, flat rate EAS, Touch Calling Service, and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.

B. Service Charges, as described in Section 7 apply for new and additional Home Phone II lines, and moves of existing lines.

C. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from Home Phone II back to Local Exchange Service.

	Monthly Rate
Home Phone II [1]	$28.95

PENDING

[1] The customer must subscribe to either CenturyLink Communications, LLC Home Phone II Per Minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

The Company concurs in CenturyTel of Mountain Home, Inc.'s Long Distance Message Telecommunications Service Local Terms of Service, together with amendments and successive issues, for the purpose of providing intrastate intra-LATA message toll telephone service within the Company's service area within the State of Arkansas.

See Section 23 of the CenturyTel of Mountain Home, Inc. d/b/a CenturyLink Local Terms of Service for Terms and Conditions applying to Long Distance Message Telecommunications Service.

PENDING

PROMOTIONS

See CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS for currently available promotions.

PENDING